

Périgueux Hospital is a public health establishment. It was inaugurated on its current site in 1953. Situated in the heart of the Dordogne, Périgueux Hospital is the leading public hospital in the Périgord region (410,000 inhabitants).

It is 100 km from Limoges and 130 km from Bordeaux. It has all the medical and technical facilities and expertise required to provide patients with a full range of medical and surgical treatments in accordance with the safety conditions laid down by the regulations.

A MODERN HOSPITAL

Modernization and grouping-together of the operating suite (completion of the 1st phase of modernization works)

In 2010 the Hospital completed the construction of a new, more modern building that brings the operating theatres and clinical support block together on the same site, along with all the short-stay activities (medicine, surgery, gynaecology, obstetrics), and improves and simplifies patient reception and care. In addition to a complete reconfiguration of the operating suite, the project involved 192 hospital beds and 15 day places, at a total cost of 100 million euros. The building now provides:

Easier, centralized reception

- A single entry point (apart from A&E)
- A pleasant, spacious reception hall with a news stand and refreshments
- A relaxation area for families and patients on the belvedere with panoramic views over the town

A coherent grouping of short-stay activities

- A department for anaesthesia-pain-surgery consultations (vascular, digestive, intestinal, obesity, ophthalmology, ENT, urology, orthopaedics, pneumology, dermatology, free anonymous screening, help with giving up smoking, cancer diagnosis announcement and asthma patient consultations with pulmonary function testing)
- A grouped, modernized mother-and-child unit: consultation area, obstetrics block adjoining the central block, and comfortable rooms (individual and spacious, with shower and air-conditioning)
- A neonatal department close to the delivery theatre with 3 “kangaroo” rooms
- A full cardiology department (with its operating suite) grouped together and modernized
- A new outpatient surgery department with capacity increased from 12 to 17 places.
- A new intensive care department with capacity increased to 18 beds and the creation of 6 constant care beds. This versatile department (medical and surgical) treats organ failure (neurological, cardiac, respiratory, haemodynamic and renal). The intensive care department is also responsible for multiple organ collection, which helps to save lives and improve the health of patients waiting for a transplant. As part of the Regional Health Organization Plan, the hospital’s intensive medical and surgical care department is the only qualified Intensive Care department in the Dordogne.

An efficient operating suite

- A central operating suite with 9 operating theatres, 3 examination rooms and 1 post-operative monitoring room with 18 beds
- A single reception department for all emergency patients: children (special area) and adults, including gynaecological, obstetric and psychiatric. It contains a short-stay unit with 16 beds
- 30 functional examination rooms

ADMINISTRATIVE ORGANIZATION

Thierry LEFEBVRE is responsible for the management of Périgueux Hospital. The Director oversees the hospital's overall policy and represents the hospital in all legal and civil procedures.

A joint management agreement has been signed with the hospitals in SARTLAT and LANMARY and with DOMME Hospital since 1st January 2016.

The Executive Board is a collegial body chaired by the Director. It has 7 members, the majority of whom are members of the medical profession.

It provides the Director with support and advice in running and managing the hospital.

The Supervisory Committee is chaired by the Mayor of Périgueux.

It is made up of representatives from the local authorities, employee representatives, qualified leading figures and user representatives (15 members in total).

Its responsibilities are focused on policy guidelines and monitoring the management of the hospital.

The Hospital Medical Committee is chaired by Dr Yannick MONSEAU. It is involved in the quality policy and risk management. It represents the medical staff and its opinions and decisions influence the overall running of the hospital.

The Hospital Technical Committee is chaired by the Hospital Director and represents the non-medical staff. It is consulted on all matters concerning the overall running of the hospital.

The Health, safety and Working Conditions Committee is chaired by the Director. It helps to prevent occupational risks, improve working conditions and protect people's health.

The Nursing Care, Rehabilitation and Medical-Technical Committee is chaired by Care Director Nelly ALVY. It is consulted on all matters concerning the overall organization, evaluation, quality and training in paramedical care.

THE HOSPITAL IN FIGURES

Operating budget: 198 million euros

A&E treatment

- 138,868 calls, 97,107 call centre files, 3,169 call-outs for the SMUR (*specialist mobile emergency unit*)
- 43,187 A&E patients

Hospitalizations - Consultations - Births

- 32,641 stays
- 32,959 direct entries
- 73,217 consultations
- 1,711 births

Medical-technical procedures

- 1,405 angioplasties and coronary catheterizations
- 263 pacemakers fitted
- 6,884 MRI scans
- 16,182 scans

(2014 Activity Report)

2584 medical staff:

- 184 Doctors
- 1888 Clinical and Medical-technical department staff
- 282 Technical staff and Workers
- 230 Administrative and Management staff

(source: 2014 social report – workforce numbers)

Accommodation capacity: 1,262 beds and places

Healthcare

- Medicine, surgery, gynaecology, obstetrics: 540 beds and places
- Psychiatry: 109 beds and places
- After-care and rehabilitation: 54 beds and 12 hospital day places for cardiology after-care and rehabilitation
- Long-term care: 60 beds

Medical-social care

- Nursing home: 487 beds

Logistical, technical and management services

Périgueux Hospital has the use of the following internal services to help carry out its missions:

Technical department responsible for the upkeep and maintenance of the premises and installations, biomedical equipment and waste management;

Logistics and catering department responsible for the preparation of meals on site, laundry department responsible for washing the linen (in cooperation with other structures) and stores for providing the units with supplies.

Ambulance service, internal service, central courier

Administrative and management services

Operating suite – heavy specialist equipment

1 Operating suite consisting of 12 operating theatres and an 18-bed Post-operative Monitoring Room open 24 hours a day

1 digital angiography and coronarography machine

1 flat panel detector for angioplasty and coronarography

2 MRI scanners in partnership with a firm of freelance radiologists

2 Scanners, of which one in partnership with a firm of freelance radiologists

1 digital tomosynthesis mammography machine

Conventional radiology and other equipment

Cooperation and networks with other health establishments

Périgueux Hospital is involved in a number of departmental, regional and national health networks.

Disciplines and specialities

A&E structure and SAMU / SMUR / CRRA 15 / CESU (*Emergency Response Centres*)

Medical specialities: internal medicine, diabetology, endocrinology, neurology (with the Neuro-Vascular Unit), rheumatology, gastro-enterology, dermatology, pneumology, cardiology (with intensive care), paediatrics, neonatal care and medical-surgical resuscitation, Geriatric Short Stay, Medical Orientation Unit (with 5 identified palliative care beds), outpatient treatment, oncology, haematology, mobile support palliative care team and palliative care hospitalization unit, mobile geriatric team, after-care and rehabilitation (including a unit specializing in geriatrics), home

hospitalization (with surgical specialities: intestinal and digestive, obesity, vascular, urological, orthopaedic, thoracic, trauma, spinal, ophthalmological and ear, nose and throat)

Gynaecology-obstetrics activity (level II B maternity)

2 adult psychiatric units (24GO4 and 24G07) and an infant-juvenile psychiatric unit (24I02), Inter-sector psychiatric hospitalization without consent unit, mobile fragility team

2 Nursing homes

Long-term care unit

Medical helicopter 24 hours a day, 365 days a year (subject to weather conditions)

PREPARING FOR YOUR STAY IN HOSPITAL

YOUR STAY IN OUR HOSPITAL

Any stay in hospital requires a certain number of formalities. If your stay is planned, it is also important to prepare for it and get to know your contacts. Here follows all you need to know about the preparation period.

PRE-ADMISSION

If your stay is planned, we need to draw up your admission file in advance in the admissions office. For the administrative formalities concerning your stay, you may go to:

- building C level 0: Monday to Friday, 8 am to 6.30 pm, and Saturday, 8.40 am to 5 pm.
- A&E: Monday to Sunday, 8 am to 10 pm

Your administrative file is handled by the admissions office staff who are there to provide you with all the information you need and answer your questions.

A reception desk is available on 05 53 45 29 16 and will help you find your way around the hospital: building C level 0, Monday to Friday, 8 am to 9 pm, Saturday 8.40 am to 9 pm and Sunday 2 pm to 9 pm.

ADMINISTRATIVE DOCUMENTS

To make your admission easier and to help us organize your care pathway, please bring the following with you:

Identity card or residence permit;

'Carte Vitale' and the accompanying paper certificate, valid on the date of treatment and including/not including the name of your GP;

Occupational accident certificate (where relevant);

Top-up insurance ('mutuelle') membership card;

Universal Health Cover (CMU) certificate;

State medical aid certificate;

Certificate of agreement to reimburse care charges for foreign nationals.

MEDICAL INFORMATION TO BE PROVIDED

Remember to bring all the medical information in your possession, regardless of how old it is:

Your health booklet;

Prescriptions, analysis results, X-Rays, electrocardiograms, blood group card;

A letter from your GP.

If you're a maternity patient, remember to bring your maternity monitoring sheet.

To receive a refund in the normal way, an insured person over the age of 16 must declare the GP responsible for guiding him in his care pathway to the 'Caisse Primaire d'Assurance Maladie' ().

If you're an employee

Remember to inform your employer at the beginning of your stay in hospital. You must then send him/her a medical report to confirm your hospitalization. Ask for this at the admissions department.

If you don't have a 'carte vitale'

If you don't present a 'Carte Vitale' and the paper certificate, you must present the following documents to the admissions office, depending on your situation:

If you are a citizen of the European Union (EU): your European Health Insurance card or the temporary replacement certificate and, for scheduled treatment, form E112;

If you come from country outside the EU: a certificate of agreement to reimburse care charges issued by your private insurance.

If you can't provide any of these documents

Under certain conditions, your Health Insurance Fund can draw up an emergency basic Universal Health Cover certificate or a State medical aid certificate. This will be done at your request or on the initiative of the hospital to which you are admitted.

Money, jewellery, valuable objects

We recommend that you do bring any money, jewellery or valuable objects with you for your stay in the hospital. However, you may leave your money, jewellery and valuable objects with the manager who will take an inventory and give you a receipt. The manager will hand these items over to the treasurer.

To reclaim your valuables, you must go to the Main Treasury in Périgueux, building B/C mezzanine floor, Monday to Friday, 8.30 am to 12 pm and 1.30 pm to 4 pm, with your receipt and proof of identity. **If you wish to keep your money, jewellery, bank card and valuable objects with you, the hospital may not be held liable in the event of loss, theft or damage.** Please therefore keep with you only what is absolutely necessary to cover your day-to-day expenses.

Non-disclosure of presence

If you wish, you may ask the admissions office or unit health manager not to disclose your presence in the hospital.

Emergency hospitalization

The formalities may be reduced. However, you or a member of your family must bring the required documents to the admissions office as soon as possible so that your administrative file can be completed.

YOUR STAY IN HOSPITAL

Accessibility

Wheelchairs are available in exchange for a security deposit cheque. Ask at reception for information about the arrangements.

Accommodation in Périgueux for families of patients in hospital

There is accommodation available in Périgueux. For information, please contact the department or hospital reception.

Associations

Some associations have signed an agreement with the hospital. You may see the list of associations and their contact details at reception.

Chaplaincy – religious services

The chaplaincy is at your disposal, along with representatives of the religion of your choice.

Location: C Building, forecourt

Working hours:

9.30-11.30 am / 2.30-5 pm

Telephone: 05.53.45.26.35

Further information:

Catholic: Deacon SCHOTT - 06 18 42 20 16 - 05 53 22 80 52

Muslim: Mr. FALOUK (Imam) - 06 22 34 82 78

Protestant: Monsieur MUNCH (Priest) - 06 75 11 31 80

Jewish: Mr. COHEN (Rabbi) - 06 60 49 59 08 - 05 57 78 19 93

Other religions: please ask at the chaplaincy

Authorization for temporary exit from hospital

During your stay, and if your health permits, the duty doctor may grant you leave of absence for no longer than 48 hours. You must cover the cost of any travel expenses.

Recommendation prior to the weekend: weekend leave must be requested on the previous Friday.

Library

There is a free book and magazine lending service for patients in every department run by “Culture and libraries for all”, an association of volunteers. Please ask the nursing staff for information.

Mail

You may receive and send mail. Registered letters, money orders and parcels will be delivered to you personally. We recommend that you write your address as follows:

Your surname and first name

Name of your hospital department

80 avenue Georges Pompidou CS 61 205

24019 PERIGUEUX CEDEX

Dietary needs

Special diets are provided for hospital patients on prescription by hospital doctors, (external consultations: 05 53 45 25 25).

Identity vigilance: your security means being able to identify yourself!

The Hospital has introduced an identity vigilance policy, which aims to reduce the risk of error in identifying patients.

We ask you to participate in this policy:

- By presenting a document with a photo that allows you to be identified by the administrative staff from the moment you arrive;
- By checking any labels that you are given;
- By agreeing to wear an identity bracelet throughout your stay in hospital;
- By replying when a member of the medical staff asks you to confirm your identity.
- To avoid any errors, please check the information on your label and identity bracelet (surname, first name and date of birth).

Interpreters

You may ask to use the volunteer interpreter service.

Translation in sign language is also available.

Ask for information from the department and reception staff.

Secularism

As a public health establishment, PERIGUEUX Hospital is under obligation to respect the principle of secularism and must guarantee complete neutrality with regard to the actions and appearance of its staff. The Hospital Patients' Rights Charter asks that the beliefs and convictions of patients in our care are respected without affecting the daily running of the hospital, the quality of care, rules of hygiene and the peace of mind of patients and their families. All attempts at religious conversion are prohibited.

Bathroom linen

For your own personal comfort, please bring your own linen, including bathroom linen and wash bag. Please note that the hospital does not wash your personal linen.

Fire safety

The evacuation plans on display in the departments and the safety instructions on bedroom doors explain what to do in the event of fire. Please inform the staff immediately if you detect smoke or suspicious odours.

What to do in case of fire?

If the fire is in your bedroom: keep calm, sound the alert by telling a member of staff immediately: either by leaving your room and closing the door behind you, or by using your call button.

If the fire is outside your room: close doors and windows and do not leave the room unless you are asked to do so by the staff or fire-fighters. If the corridors are very smoky, isolate yourself by blocking your door with a wet towel.

In the event of an evacuation: follow the instructions given by the staff or fire-fighters. Do not return to your room until you have been authorized to do so.

Parking and traffic

The Highway Code applies throughout the hospital grounds.

Please follow the instructions shown on signs and parking spaces. Please do not block reserved spaces and access ways and do not use your warning lights. The police may be called to deal with an obstructing vehicle.

In addition to the regulatory spaces reserved for the disabled, spaces reserved for ambulances, patient transport vehicles, taxis and a drop-off area, the hospital also has thirty parking spaces for people with reduced mobility.

Smoking

Smoking is strictly prohibited within the hospital and in an area less than 10 metres from the entrances. The decree of 15 November 2006 provides for a fine for offenders.

Périgueux Hospital is a member of RESPADD (Réseau de Prévention des Addictions – Addiction Prevention Network) and is therefore committed to preventing and fighting against addiction to smoking. If you are a smoker and need help, you may speak to one of the nursing team. There is a Stop Smoking Help Centre in the hospital.

Newspapers, gifts and light snacks

There is a shop on level 0 in C Building. It is open from **8 am to 7 pm on weekdays** and **from 9 am to 7 pm at weekends and on bank holidays**.

Hot and cold drinks machines have been installed in the main hall of C Building, in A Building and in A&E.

Telephone

If you wish to be contactable during your stay, as soon as you are admitted you should either go to the shop in the reception hall or call 50 28 from your room to be provided with a telephone line that will receive incoming calls (free service). Simply inform the shop staff if you change room or when you leave. If you wish to make outgoing calls, you will need to credit your account.

There are also telephone booths in the different halls. Mobile phones must be switched off and must not be used within the hospital in order to respect patients' need for rest and to protect medical equipment.

Television

If you wish to watch television with the choice of subscribing to pay channels, please ask our service provider in the shop in the entrance hall.

The sound level on your television must in no circumstances disturb the peace of other patients and personal televisions are not allowed.

Catering – Hotels

The catering department produces over a million meals a year on site. It complies with the rules of hygiene and traceability and is constantly seeking to improve quality. It works closely with the hospital's dieticians and with the Food-Nutrition Liaison Committee with the aim of offering balanced, varied meals that are adapted to your state of health and nutritional needs. With the help of the nursing team, you can help to choose your meal using the menu planners distributed throughout the departments. Condiments (salt, pepper, mustard) are provided so that you can season your own meals to suit your taste.

Meals are served at the following times depending on the department in which you are a patient:

Breakfast: 6.30 am to 7.30 am

Lunch: 11.45 am to 12.30 pm

Dinner: 6 pm to 7 pm

A multidisciplinary team at your service

The team is headed by the Head of Department and the health managers and is made up of all the health professionals who are responsible for your care. It guarantees the quality of the care you are offered. The name and position of each member of the team is written on his/her uniform.

The doctor

A doctor will take special responsibility for your care during your stay. He/she will carry out the preventive, diagnostic, therapeutic and research procedures. He/she will give you full information about your state of health and about the examinations and treatments that are prescribed. He/she may meet your family by appointment. He/she may be assisted by other doctors, assistants and interns.

The midwife

She monitors pregnancies, deals with uncomplicated deliveries and provides care for mothers and newborn babies. She also runs ante-natal and parenting classes.

The senior health manager and the health manager

They organize paramedical activities and manage and coordinate the resources of the medical departments. They monitor the quality of care.

The nurse (and paediatric nurse)

He/she provides nursing care to maintain or restore the patient's health (adult or child). He/she is involved in prevention, screening, diagnosis, treatment and research.

The nursing auxiliary (and paediatric nursing auxiliary)

In collaboration with and under the responsibility of the nurse, he/she provides hygiene and comfort care.

The hospital housekeeper

He/she is responsible for keeping the premises clean, helps to welcome and give comfort to patients and accompanies them on their movements around the hospital.

The psychologist

His/her role is to provide patients and their families with psychological support. He/she devises and introduces the means and methods required for his/her therapeutic work.

The dietician

She keeps a close eye on patients' diets.

The social worker

Her role is to advise and accompany patients and their families with regard to various formalities. She may therefore contact the social welfare and medical-social organizations to prevent or overcome any social or medical-social difficulties. If you would like to meet a social worker (to prepare for your return home, settle problems concerning rights or coverage of charges, etc.), please contact the department health manager.

You can contact the department on 05 53 45 25 27.

The medical imaging technician, pharmacy dispenser and laboratory technician

They help to carry out further examinations during your stay in hospital.

The physiotherapist, psychomotrician, occupational therapist, speech therapist and orthoptist

They offer rehabilitation treatments.

The administrative assistant and the medical secretary

They deal with the administrative aspects of your admission and help provide you with information throughout your stay. Within the department, they act as an intermediary between the medical team and the patients, their families and the GP.

Students

They spend time training in the medical departments, under the responsibility of the health professionals to whom they are attached.

VISITORS

Your relatives and friends are welcome. **Visits are generally permitted between 12 pm and 8 pm.** We do not recommend visits from children under the age of 15.

We would ask you to comply with the visiting conditions specific to the department in which you are a patient, and particularly with the rules of hygiene in force.

Services for Accompanying Persons

Persons accompanying a patient may **use the staff restaurant** (next to the IFSI) at lunchtimes from Monday to Saturday, between 11.30 am and 2 pm.

Accompanying Persons **may have an evening meal with their family or spend the night in a trundle bed, having first informed the department.**

Tickets for these services (meals, trundle beds) may be purchased from reception and should be handed over to the nursing staff.

The arrangements for purchasing tickets from reception are:

- before 10 am or the day before for the midday meal
- before 12.30 pm for the evening meal

Reception opening hours are as follows:

- Building C: Monday to Friday, 8 am to 6 pm and Saturday, 8.40 am to 5 pm
- Pavillon Félibres: Monday to Friday, 8.30 am to 5.30 pm

DAILY FLAT RATE

This represents the patient's financial contribution to the accommodation costs incurred as a result of his hospitalization. It is due for any stay of longer than 24 hours, including the discharge day.

The health insurance fund does not refund this flat rate but it is covered by most top-up insurance schemes.

If you have any questions about an invoice, you need to act as soon as you receive it! If you would like an explanation about the amount or content of an invoice, call 05 53 45 27 91 for outpatient treatment and 05 53 45 25 66 for hospitalization.

If you have difficulty in paying due to limited resources, please contact the 'Trésorerie Principale' (Main Treasury), building C mezzanine floor or call 05 53 02 63 00.

HOSPITAL FEES

Your stay in hospital is not free.

If you pay social security contributions and you don't have top-up insurance, you will have to pay a part of the hospital fees along with the daily flat rate.

If you don't pay social security contributions and you can't benefit from basic 'CMU' (Universal Healthcare) or State medical aid, you will have to pay the hospital fees in full.

In both cases, under article R.6145-4 of the Public Health Regulations, you will be asked for a commitment to pay and a provision on your admission. The hospital rates are on display in the main reception area.

Supplement: **this applies if you are on a special diet.**

Individual rooms

The hospital has individual rooms. They are allocated according to availability in the department and you are invoiced accordingly.

Social Security never covers this supplement, even if you have 100% cover. Depending on your contract, your top-up insurance may refund all or part of the cost. If not, you must pay the cost yourself. Please contact reception for information.

Medical fee surcharge

A supplement will be applied in the event of a medical fee surcharge for private consultation. Some hospital doctors may receive patients who have expressed the choice for a private consultation.

You may make this choice once you have been informed by the doctor.

Rates must be on display. Consultation fees must be paid direct to the doctor.

If you are hospitalized, you must express this choice in writing using the standard form given to you by the doctor.

This opportunity is offered to you but is never an obligation. If you choose to go private, you will be charged a supplement which will not necessarily be refunded by your top-up insurance. Your health insurance fund and top-up insurance scheme will refund you in accordance with the official scales and their own arrangements.

YOUR DISCHARGE

YOUR DISCHARGE

Your discharge date is fixed by the doctor, but you may leave the hospital at any time. If the doctor considers that you are asking to leave too early, you must sign a statement showing that you are aware of the dangers that an early discharge represents for you.

Formalities

Before you leave the hospital, go to the admissions office, or send a member of your family in your place, to close your administrative file, pay the various fees for your stay and obtain a medical report, which is required for the refund of daily allowances.

If your condition requires you to be transported in an ambulance or patient transport vehicle, this will be prescribed by the doctor. You are free to choose the service provider.

Minors may only leave the hospital if they are accompanied by at least one person with parental authority or a person holding a written parental authorization on presentation of proof of identity.

Arrangements for individual discharges with our social service

Following a medical decision, the hospital social worker can help to provide you with continuity of care by organizing, for example:

Your return home;

Your convalescence in a nursing home.

Before you leave the department, please speak to the nursing team who will give you your discharge document.

YOUR RIGHTS AND DUTIES

PARENTAL AUTHORITY

INFORMATION AND CONSENT

Patient rights

The hospital undertakes to do its utmost to respect patients' rights.

These rights are clearly defined and set out in various national and European charters. You will find these charters on our website.

The Hospital and the media

The hospital receives requests from the press, radio and television to participate in special reports. The Director routinely agrees to all reports within the hospital. But this authorization does not discharge the journalist from asking you for your individual authorization to photograph, film or interview you. If you feel that the journalist has not respected your wishes, you may contact the hospital's Communication department.

For minors and protected adults, the journalist must obtain the legal representative's agreement in writing. Images of patients are filmed under the entire responsibility of the members of the press. The Hospital may not be brought in as a third party in any dispute arising out of an authorization.

Hospitalization of a minor

The person with parental authority must give his/her consent to treatments and surgical operations on minors. If the person with parental authority refuses to consent to treatment and this refusal is likely to have serious consequences for the minor's health, the doctor will provide the essential treatment.

A minor has the right to information and to be involved in decisions concerning him/her in a way appropriate to his/her level of maturity. If the minor objects to a consultation with the person with parental authority because he/she wishes his/her state of health to be kept confidential, the doctor may implement the treatment or surgery after having made every attempt to persuade the minor to change his/her mind. In this case, the minor must be accompanied by an adult of his/her choice.

Right to information and enlightened consent

The patient has a right to intelligible, clear, honest information. This information must be given by each professional in his/her area of expertise, in accordance with the professional rules by which he/she is bound. The patient must be allowed to give his/her consent before any medical procedure is carried out. This consent must be free and enlightened as a result of the information previously given by the doctor. Consent may be withdrawn at any time. If you are a minor: the law states that you have the right to information and to be involved in decisions concerning you.

Naming the healthcare proxy

Law no. 2002-303 of 4 March 2002 relating to patients' rights grants all adults the possibility of naming a "healthcare proxy" in writing. The healthcare proxy may be a relative, friend, family member, your GP or any other person you have chosen and who has given his/her consent.

You will be given a form in the care unit. This will allow you to name your chosen healthcare proxy. His/her name will be written into your medical record and you can remove it at any time.

The healthcare proxy can help you with any formalities and attend medical interviews to help you make any decisions. He/she will be called in if you are not in a condition to express your wishes.

Drawing up advance directives

In accordance with decree no. 2006-119 relating to advance directives, in application of the “Leonetti Act”, any adult may write advance directives, which will be kept in his/her medical record. The doctor will take them into consideration if you are no longer able to express your wishes. You may also express your wish to limit or stop any treatments in progress. You may revoke these directives at any time.

The staff will be pleased to give you any further information on these matters.

Protected adults

Protected adults have the right to information and to be involved in decisions concerning them in a way appropriate to their level of understanding. If an adult under guardianship is able to express his/her wishes and to be involved in decisions, he/she must be asked for his/her consent. If the guardian refuses to consent to treatment and this refusal is likely to have serious consequences for the adult’s health, the doctor will provide the essential treatment.

Continuous Access to Healthcare and Health Service (PASS)

The hospital is open to everyone, particularly to people with no financial resources or without social security cover.

Périgueux Hospital has a Continuous Access to Healthcare and Health Service (PASS) whose role is to facilitate access to the health system for people in an unstable situation and to help them complete all the formalities required to ensure that their rights are recognized.

The service is situated in the A&E Reception Department and is provided by a social worker.

Opening hours: 8.45 am to 5 pm, Monday to Friday.

You may contact PASS on 05 53 45 26 07.

COMMUNICATING MEDICAL RECORDS

Period for which medical records are kept

Medical records are kept for 20 years after a patient’s last visit to the hospital.

Exceptions:

Records of minors under the age of 8 on their last visit to the hospital are kept until their 28th birthday.

Records of people who have died less than 10 years after their last visit to the hospital are kept for 10 years from the date of death.

Communicating medical records

You may access the information contained in your records in accordance with the Law of 4 March 2002: either by consulting them in the hospital or by having the documents sent to you.

To have the documents sent to you, you will need to download a **form for requesting access to a medical record** from our website (www.ch-perigueux.fr, “patients’ rights”) and send it to us with proof of your identity.

If you don’t have access to the Internet, please write to “**Monsieur le Directeur de l’ Hôpital, 80 avenue Georges Pompidou CS 61205, 24019 PERIGUEUX CEDEX**” and we will send you the form for requesting access to a medical record.

In the case of minors, the person with parental authority has the right of access. At the minor’s request, the records are accessed through a doctor.

Subject to proving their identity and relationship with the deceased, **beneficiaries** have access to the medical record of a deceased person in order to: know the causes of death, uphold the deceased

person's memory or exercise their rights, unless the person has expressed a wish to the contrary prior to his/her death.

Computers and individual liberties

In accordance with medical confidentiality and patients' rights, the 'DIM' (Medical Information Department) is where most of the hospital's medical information is centralized, summarized and analyzed. **In compliance with Article R6113-7 of the Public Health Regulations, patients treated in the hospital are informed:**

- That the information concerning them undergoes computer processing under the conditions fixed by Law no. 78-17 of 6 January 1978 relating to computers, files and individual liberties;
- That this information is passed on to the doctor responsible for medical information in the hospital and is protected by medical confidentiality;
- That they may exercise their right to access and correct this information and that this right is exercised through the doctor responsible for medical information in the hospital, either directly or via the practitioner responsible for the medical establishment in which they have been treated or via the practitioner who drew up their records;
- That they have the right to object, for legitimate reasons, to the collection and processing of personal information concerning them under the conditions fixed by article 38 of the above-mentioned Law no. 78-17 of 6 January 1978.

Hospital Practitioners: Dr BUHAJ V (Responsible Doctor), Dr BOUTREUX S

YOU ARE A PATIENT IN OUR HOSPITAL: WE'RE INTERESTED IN YOUR OPINION

By e-mail:

To improve the quality of the services and care offered to patients, Périgueux Hospital is actively involved in "e-Satis", a national scheme to measure the satisfaction of hospital patients. As part of the survey, you will be invited by e-mail to say what you think about the quality of your care via a totally anonymous online questionnaire.

To take part, please give your e-mail address to the admissions office or check that it is up-to-date.

By letter:

In the welcome booklet you'll find a satisfaction questionnaire concerning the various services that have been delivered to you during your stay. **Please fill it in and return it to us, even anonymously.**

Every questionnaire we receive will be analyzed and the results will be sent to the User Relations Committee, where the overall level of satisfaction will be examined and measures considered for improving quality in those areas that are pointed up in the questionnaires.

THANKS AND COMPLAINTS

Thanks, reproaches, grievances, comments and complaints

Your letters of thanks are automatically passed on to the department staff. If you are not satisfied with the care you have received, please contact the health manager or department manager directly. They will listen to what you have to say and offer explanations.

THANKS AND COMPLAINTS

Users or their families who wish to express a grievance concerning the hospital's activity may write to:

Monsieur le Directeur de l' Hôpital

80 avenue Georges Pompidou

CS 61205 - 24 019 PERIGUEUX CEDEX

or send an e-mail to: dg.secretariat@ch-perigueux.fr

The Department of Users, Risks and Quality secretariat may be contacted by telephone if you wish to make an oral complaint. Opening hours: Monday to Friday, 8.30 am to 5 pm (4 pm on Friday). **Tel: 05.53.45.25.64.**

Outside these hours, patients and families may leave an answerphone message on the following number: **05.53.45.25.34.**

Examining grievances and complaints

On receiving your grievance or complaint, the Director will send you a letter and organize an internal investigation.

You will automatically receive a written response.

You may also be invited to meet the hospital's medical and/or non-medical mediator.

The role of the 2 mediators is to meet users who are not satisfied with the care they or a member of their family have received, to listen to them, provide any explanations and point out their options with regard to conciliation or making a claim.

Every complaint we receive, orally or in writing, is analyzed every year by the CRUQPC (Committee for Relations with Users and the Quality of Care).

Committee for Relations with Users and the Quality of Care (CDU)

The CRUQPC's role is to ensure that your rights are respected and to help you with procedures. It may be called on to examine your grievances or complaints. It may also recommend that the hospital adopts certain measures to improve the reception and care of patients and their families.

The CRUQPC is made up of the Hospital Director or his representative, the medical and non-medical mediator, 2 user representatives and various hospital representatives.

A list of members is available at reception and on the reception display board.

Recommendations

We undertake to respect your rights: please respect our rules.

You will find Périgueux Hospital's internal rules on our website and in the departments.

Specific recommendations:

Avoid group visits;

Please exercise discretion and respect patients' need for rest and privacy;

Do not hand over any food or drink without the nursing team's agreement or store any food or drink in the patient's room;
Plants, cut flowers and pets are prohibited;
The introduction of alcoholic drinks and drugs is prohibited.

Périgueux Hospital is involved in a policy to continually improve the quality and safety of the care it offers, in accordance with the guidelines set out in the patients' charter.

1 - Certification procedure

The aim of health establishment certification is to improve patient care in hospitals and clinics throughout France.

It consists of a self-evaluation, followed by a visit from health professionals from outside the hospital. It also includes a monitoring mechanism. The whole procedure aims to engage the hospital staff in a sustainable quality approach.

It is monitored by the French National Health Authority (HAS).

Périgueux Hospital had its 4th certification visit in April 2013. At the end of the procedure, **the HAS awarded certification to the hospital**. The next certification visit will take place from 8 to 12 February 2016.

2 - The infection control programme

The effectiveness of the hygiene measures used in the care departments is everyone's concern and depends on your participation and that of your visitors. Nosocomial infections and treatment-linked infections are infections that appear during or after a stay in hospital and were not there on admission. To prevent the risk of infection linked to treatments and the environment, the hospital has an Infectious Risk Committee (CRI), an operational hygiene team responsible for implementing the policy defined by the CRI and a network of medical and paramedical hygiene representatives within the care departments.

3 - Evaluation of Professional Practices

The aim of the evaluation of professional practices is to continually improve the quality of the care and service offered to patients by health professionals. It aims to promote the quality, safety, effectiveness and efficiency of care and prevention and, more generally, public health, in accordance with the ethical rules.

It consists of analyzing professional practices with reference to recommendations and in accordance with a method drawn up or approved by the French National Health Authority, and includes the implementation and monitoring of actions to improve practices.

The doctors and nursing staff at Périgueux Hospital carry out evaluations of their professional practices in accordance with the arrangements defined by the French National Health Authority.

4 – Quality indicators

As part of the policy of improving the quality of care and providing transparency within the health system by offering new management resources, the Ministry of Health has introduced a scheme to promote the more widespread use of quality indicators in health establishments.

You will find Périgueux Hospital's quality and care indicators on the display boards in reception hall.

5 – Specific prevention programmes

The Hospital Medical Committee has appointed practitioners as specific prevention programme representatives. These practitioners are the key contacts for their colleagues if problems or incidents are observed in each of the listed areas. There is an incident report sheet specific to the prevention programmes.

PAIN

Evaluating pain in order to relieve it is one of the patients' rights.

It is possible to prevent and treat pain or at least control it using means such as patient-controlled analgesia, local anaesthetic and other modern techniques, combined with nursing care that places emphasis on comfort, humanity and listening. Patients – adults, children or elderly people – suffering from acute pain caused by illness, trauma or a surgical or obstetric operation, etc., are cared for by the anaesthesia team and within the hospital departments.

Patients suffering from chronic pain who refuse the usual pain-killing treatments are dealt with as outpatients in an external consultation with a multidisciplinary pain evaluation and treatment team. The local Pain Prevention Committee (CLUD) coordinates and optimizes efforts to prevent pain within the hospital.

USER CENTRE

Périgueux Hospital encourages the work of volunteer associations in providing support for patients and their families. A User Centre has been set up at the entrance to the new building to facilitate the presence of associations. It provides them with a reception area where they can talk to patients and their families and offer information.

What it does

To inform and advise patients and their families with regard to the patient's illness, administrative formalities, users' rights and prevention campaigns for health.

To facilitate relations between the different groups in the hospital (associations, user representatives, users and health professionals).

How it works

Twenty associations currently offer their services on a regular basis (no appointment necessary). These are free and anonymous.

An information brochure giving details of the times when the different associations are available has been circulated to the departments and reception areas. This information is also available on the hospital website.

You may make contact by calling 05 53 45 29 48 or visit the User Centre on the ground floor of the main entrance to building C, on the right.

How do I contact the user representatives?

The user representatives belong to associations that have been approved to represent users on the hospital or public health committees. You may contact them if you wish: a list of user representatives and their contact details is available at the hospital reception desk.

THE PATIENTS' CHARTER

1. Everyone is free to seek treatment in the health establishment of his/her choice, within the limits of what each establishment can offer. The public hospital service is open to everyone, particularly to people with no financial resources or without social security cover. It is adapted to the disabled.

2. Health establishments guarantee the quality of patient reception, treatment and care. They are attentive to pain relief and make every effort to ensure that everyone enjoys a dignified life. Particular attention is paid to the end of life.

3. The information given to the patient must be understandable and honest.
The patient takes part in the therapeutic decisions concerning him/her.
He/she may be assisted by a healthcare proxy whom he/she may choose freely.

4. A medical procedure may only be carried out with the patient's free, enlightened consent. The patient has the right to refuse any treatment. Any adult may express his/her wishes concerning the end of his/her life in advance directives.

5. Special consent is required, particularly, for individuals taking part in biomedical research, for the donation and use of parts and products of the human body and for screening procedures.

6. An individual who has been asked to take part in biomedical research is informed, particularly, of the expected benefits and the predictable risks. His/her agreement is given in writing.
His/her refusal will not affect the quality of the care that he/she receives.

7. Apart from certain exceptions provided for by law, the patient may leave the hospital at any time after having been informed of any risks to which he/she is exposed.

8. The patient is treated with consideration. His/her beliefs are respected. His/her privacy and tranquillity are protected.

9. Respect for privacy is guaranteed to everyone, as is the confidential nature of personal, administrative, medical and social information concerning them.

10. The patient (or his/her legal representatives) has direct access to the health information concerning him/her.

Under certain conditions, his/her beneficiaries have the same right in the event of the patient's death.

11. The patient may make comments concerning his/her reception and care.

In every establishment, a committee for relations with users and the quality of care ensures that users' rights are respected.

Everyone has the right to be heard by a manager from the establishment in order to express any grievances and demand compensation for any losses he/she believes he/she has suffered, as part of a settlement procedure, either amicably or before the courts.

* The entire patients' charter document is available on:

www.sante.gouv.fr

You may also obtain a copy free and immediately on request from the establishment reception department.