

Welcome

TO CLINIQUE SAINTE-MARIE



PATIENT WELCOME BOOKLET



Essential documents to bring with you at every step of your care:



● Your ID card



● Your Carte Vitale
(Social Security health insurance)



● Your supplementary
health insurance card



● Your family record book
(if your child is being admitted)

We kindly ask you to read and keep this booklet. It provides a chronological overview of all the stages involved in your care pathway within our clinic.

- The clinic's directory of doctors
- The pre-admission form with information on the clinic's care and accommodation fees
- An introduction to the members of the Users' Committee
- The admission form and necessary information (trusted person, advance directives, etc.) with the appropriate authorizations
- Pre-operative hygiene instructions, including depilation guidelines for the scheduled procedure
- The questionnaire and medical information ahead of the appointment with the anaesthetist
- The Esatis guide

Welcome

to Clinique Sainte-Marie in Châteaubriant. Rest assured that all medical staff are committed to providing you with the highest level of care, ensuring both the quality and safety of your treatment.

This welcome booklet has been specially designed for you. It will help facilitate your administrative procedures and provide you with information about the organization of your stay and all the services available to you.

Improving the quality of care, services and hospitality is our top priority, and we welcome your suggestions and feedback throughout your care pathway.

We wish you an enjoyable read and, in advance, a speedy recovery.

The Director and the President of the Medical Board

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Your care pathway

1

1. Your medical or surgical consultation

- **What is its purpose?** To suggest and explain the medical treatment or surgical procedure.
- **Where does it take place?** At your doctor's medical office.
- **What should you bring?** Your medical referral letter, consultation reports and any relevant medical examination results.

2

2. Your pre-admission

- **What is its purpose?** To allow you to book your stay, choose the services and accommodation you need, and provide you with the necessary documents for your hospitalization.
- **When does it take place?** Ideally on the day of the anaesthesia consultation.
- **Where does it take place?** At the clinic's admissions office.
- **What should you bring?** Carte Vitale (Social Security health insurance), supplementary health insurance card, ID card, family record book (for children), outpatient or hospitalization passport.

3

3. Your pre-anaesthesia consultation

- **What is its purpose?** To assess the anaesthetic risks based on your medical history and any treatment you are undergoing. This conversation will inform you about the anaesthetic techniques being considered.
- **When does it take place?** As soon as possible after your medical or surgical consultation.
- **Where does it take place?** At your anaesthetist's medical office.
- **What should you bring?** Your prescription, test results and anaesthesia medical questionnaire.



Your care pathway

4

4. Your admission

- **What is its purpose?** To complete the registration for your admission to the clinic.
- **When does it take place?** On the day of your hospitalization, at the time indicated in the text message you received. Please make sure to arrive at the specified time.

A few days before your stay, you will be contacted to confirm your admission time and to provide you with the latest pre-operative instructions.
- **Where does it take place?** At the clinic reception desk, at the admissions office.
- **What should you bring?** Treatment prescriptions, test results, prescribed medical equipment, informed consent, completed admissions form (including signed surgery authorization, trusted person, advance directives, etc.).
- Remove nail varnish, jewellery, piercings, artificial nails, make-up and contact lenses.
- Perform hair removal and take an antiseptic shower
- Wear clean clothes
- Follow the fasting instructions given by your doctor

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5. Your stay

- **What is its purpose?** To implement the care plan established with your doctor, while providing you with the services and accommodation you selected during your pre-admission (subject to availability in the clinic).
- **When does it take place?** Upon your arrival at the care unit.
- **Where does it take place?** Please refer to *Your admission* step above.

6

6. Your discharge

- **What is its purpose?** To hand over your documents:
 - Medical documents: provided by the nurse before leaving the unit;
 - Administrative documents: handed over at the discharge office.
- **When?** After medical approval, in the morning.
- **Where?** At the admissions office.

Our healthcare services

> About the clinic

Clinique Sainte-Marie was established in 1969.

Previously located at a different site, Clinique Sainte-Marie joined the Centre Hospitalier de Choisel in 2006, providing its patients with an environment conducive to accelerated recovery. The clinic welcomes you and your family in a pleasant green setting in a quiet neighbourhood of Châteaubriant.

In 2012, Clinique Sainte-Marie joined the Vivalto Santé Group, ensuring the sustainability of its comprehensive, high-quality local healthcare services.

Certified by the French National Authority for Health (HAS) with an A rating in 2019, the multidisciplinary clinic employs a comprehensive medical and paramedical team of 70 staff and 30 doctors.

The clinic offers 51 beds.

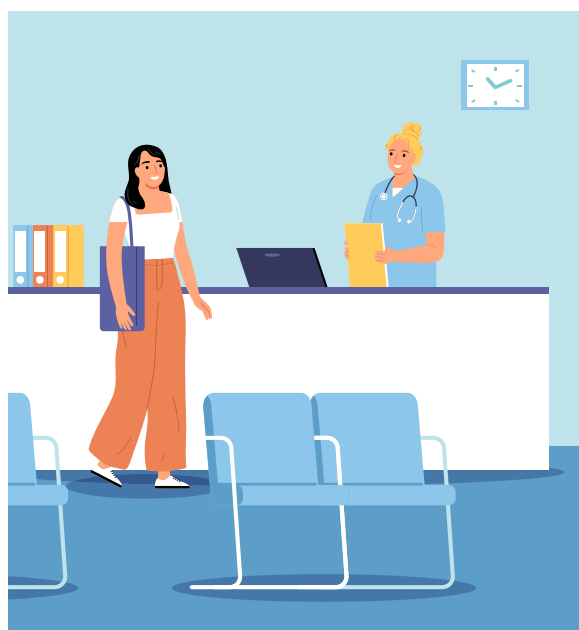
Our surgical and medical services

Surgery

- General, visceral and digestive surgery
- Ophthalmic surgery
- Orthopaedic, trauma and arthroscopic surgery
- ENT (Ear, Nose and Throat) surgery
- Urological surgery
- Vascular surgery

Medicine

- Anaesthesia and resuscitation
- Gastroenterology, proctology, digestive endoscopy and echo-endoscopy
- Physiotherapy
- Dietetics



Our diagnostic and therapeutic equipment

- 4 operating rooms
- 1 endoscopy room
- 1 recovery room with 8 stations
- 2 outpatient care rooms
- 1 laser for varicose vein treatment
- 1 medical imaging centre nearby
- 1 medical laboratory nearby

Our healthcare services

> Key figures

- Approximately **7,000** patients per year (across all specialities)
- **80%** outpatient surgery
- **30** doctors, **70** nursing and administrative staff

> Our staff



- **Medical staff: white coats with name badges.**
 - Surgeons and referring doctors for your hospitalization.
 - Anaesthetists involved at various stages of your care during hospitalization (pain management).



- **Nursing staff: coloured tunics.**
 - State Registered Nurses (RNs), in navy-blue tunics, are responsible for providing care in collaboration with the doctor.
 - Auxiliary nurses, in green tunics, provide comfort and nursing care (hygiene, feeding, etc.).
 - Trainees wear uniforms bearing their name, level of study and the name of their school.



- **Paramedical staff: white coats with name badges.**
 - Physiotherapists assigned to your functional rehabilitation.
 - Accompanying nurses.
 - Laboratory technicians charged with performing blood tests.



- **Hospitality staff: light blue tunics.**
 - Hospital Services Officers are responsible for cleaning the premises and bedrooms, and assisting with meal distribution.



- **Other staff.**
 - During your stay, and as needed, you may encounter other professionals: pharmacists, pharmacy assistants, cleaning staff, administrative staff, etc.

Our partner associations

- **Ligue contre le cancer**
(League Against Cancer)
- **Fédération Nationale des Accidentés du Travail et des Handicapés**
(National Federation of Work Accident Victims and Disabled Persons)
- **Association Française contre les Myopathies**
(French Association Against Myopathies)
- **Génération Mouvement**
(organization focusing on activities and support for seniors.)

Expert patient

An expert patient is someone who suffers or has suffered from a particular pathology, and who is actively involved in therapeutic education programmes and/or with other patients suffering from the same condition. They share their personal experiences to assist others in their care pathway.

An expert patient is not there to replace nursing staff, but rather to facilitate dialogue and understanding between the medical team and patients. After gaining insight and a thorough understanding of the illness, they can assist others who would benefit from having someone to talk to who is neither a medical professional nor a complete outsider to their situation.

You can approach the clinic's medical staff to find out more about expert patients who may be able to help you, or to find out how you can become one yourself.

Medical research

Clinical trials aim to advance patient care and contribute to medical progress. They allow patients to benefit from breakthroughs in fundamental research. They may involve new medications or combinations of medications to treat a disease or its side effects, new ways of administering these medications or new techniques for treatment, diagnosis, care or prevention. The clinical trials provide patients with early, risk-free access to innovative treatments tailored to their condition. A clinical trial cannot be conducted without the approval of an ethics committee, which ensures both the ethical and scientific quality of the trial.

As part of your treatment, your doctor may suggest participating in a clinical study based on your condition. Several conditions must be met to guide your doctor in the selection of a trial. Inclusion criteria are set to ensure that your condition matches the proposed treatments, while exclusion criteria also ensure that your health status is compatible with these treatments. After reviewing all these criteria, your doctor will explain the expected benefits and potential risks, and give you an explanatory document called "informed consent."

Participation in a clinical trial is always based on the patient's voluntary decision.

Your medical or surgical consultation

Prior to hospitalization, the medical or surgical consultation is the initial discussion between you, the patient, and the doctor who will be attending your treatment. During this consultation, the surgical or medical procedure will be proposed to you and explained by the doctor. The administrative staff will then supply you with the necessary information to help you organize your upcoming treatment.

If your doctor or anaesthetist charges excess fees above the Social Security standard rate, be sure to apply to your supplementary health insurance for possible reimbursement.

Your pre-admission: before your stay

This is an important step that allows you to choose the conditions of your stay and facilitates the admission process. It is carried out prior to your anaesthesia consultation. Please report to the admissions office 30 minutes before your anaesthesia consultation.

It allows you to:

- **Confirm your administrative details** (identity, contact details, etc.).
- **Ensure that your documents are up to date** (ID card, supplementary health insurance card, etc.) and, if necessary, inform you to request coverage from your supplementary health insurance.
- **Confirm your accommodation preferences** for private room and personalized services.
- **Explain the costs** related to your hospitalization.
- **Collect the required documents** to organize your care.

> What documents should you bring?

- Your Carte Vitale (Social Security health insurance)
- Your ID card
- Your supplementary health insurance card – If you are eligible for CMU/AME: your certificate of coverage
- Your family record book (for children)
- In case of work accident or occupational disease: section 2 of the work-injury form
- If you are a foreign patient from a EU country: your European Health Insurance Card.
- Pre-admission form completed and signed
- Admission form completed and signed
- Informed consent forms completed and signed
- If applicable: guardianship or curatorship decree

You can send these documents by e-mail to: smcadmissions@vivalto-sante.com.

> Booking a private room and selecting services

At your request, and **subject to the clinic's availability**, you may benefit from a private room and a range of other services during your stay. We will handle the request for coverage from your supplementary health insurance. In the appendix of this booklet, you will find a description of the various rates and extras offered by the clinic. Some hotel-like accommodation and services are sometimes covered by supplementary health insurance policies. Please note that private rooms are charged on a daily basis, including the day of discharge.



> FOR YOUR CHILD

When booking your child's stay, you will need to bring your child's ID and family record book with you. Any medical procedure performed on a minor requires prior consent from their legal guardians. Therefore, the surgery authorization must be signed by each legal guardian. For children under the age of 15, a companion bed is made available free of charge.

Your pre-anaesthesia consultation

If your surgery is confirmed, you will need to attend a consultation with the anaesthetist, at least 15 days before the operation. If this has not been scheduled by the surgical office, please call 02.40.55.78.44 or use the Doctolib service to make an appointment with the anaesthetist as soon as possible. The purpose of the pre-anaesthesia consultation is to assess your general health, review your surgical and medical history, and discuss any treatments you are taking that may interfere with anaesthesia. It is therefore essential that you inform the doctor of any medication you are currently taking. This appointment is also the opportunity to discuss the type of anaesthetic most suitable for your health condition and for the nature of the procedure.

What additional documents should you bring?

In addition to your ID card, Carte Vitale (Social Security health insurance) and supplementary health insurance card, you need to bring with you:

- All your recent prescriptions for current medication,
- Your test results as prescribed by the surgeon,
- The completed anaesthesia questionnaire/information form.

Special arrangements for outpatient procedures

In the case of an outpatient procedure that requires anaesthesia, the doctor will explain the specific discharge instructions:

- You will not be allowed to drive a vehicle,
- You must be taken home by a family member or a close friend,
- You should also stay with someone for 24 hours after the procedure and keep a phone nearby.



Your admission on the day of arrival

Upon your arrival at the clinic, the admission process will confirm your registration and provide you with all the relevant information about your stay. The admission takes place at the clinic reception desk.

If you are admitted before 7.00 a.m., please report directly to the hospitalization department on the 1st floor.

> What should you do before your admission?

To prevent any risk of infection from the surgery, you must follow the showering and hair removal instructions provided by your surgeon. You must also comply with all the pre-operative instructions you should have received. Remove all jewellery, piercings, artificial nails (including gel and acrylic) and

nail varnish (both hands and feet), and avoid wearing make-up. You must strictly follow all the fasting instructions prescribed by the anaesthetist or in the phone call or text message you received the day before.

To view the different steps of the pre-operative shower, feel free to scan this QR code:



> What personal items should you bring?

It is important that you bring with you certain items that you may need for the duration of your stay at our clinic. Please remember to bring with you:

- Your toiletry bag and towels. If you have long hair, bring an elastic hairband.
- Comfortable day and night clothes,
- Storage cases for your glasses, hearing aids, dentures, etc.

- You may also bring books, or some music to listen to with headphones.
- For hospitalized children, bring comfort items like stuffed animals, toys, and any necessary nursing supplies.

Please do not bring any jewellery or other valuables. Management declines all responsibility for failure to comply with these precautions.

If you forget your toiletry kit, our services can provide you with these items.

> What documents should you bring?

You should bring:

- The results of your pre-operative examinations (X-rays, MRI, CT scans, blood tests, etc.) and any equipment prescribed by your doctor,
- Your blood type card,
- Your most recent prescriptions.

Once you have been admitted, the reception staff will direct you to the care unit, where the team will take care of your accommodation. Once you are settled in, the nursing staff will explain the details of your stay, complete your care file and inform you of the time slot for your procedure. The doctors and all the staff in the department are available to answer any specific questions you may have. Be sure to notify them immediately of any changes in your health or treatment since your pre-anaesthesia consultation.



> FOR YOUR CHILD

Minors must be accompanied at their arrival and departure by a parent or legal guardian. Don't forget to bring your child's medical records, the family record book and a comfort item (such as a favourite soft toy or blanket). For children under 8 years of age, at least one parent must be present throughout their entire stay. After the procedure, this presence is essential to reassure the child.

Your stay from A to Z

During your stay at our clinic, you will have access to a number of services and amenities. The goal is to ensure that the care programme established with your doctor is implemented throughout your hospitalization, while providing you with the various comfort options available within our structure.

Your stay from A to Z

> Companion

For health and safety reasons, the clinic may implement specific rules regarding access.

A companion may stay with the patient day and night in private rooms, subject to approval by the nursing staff and the doctor. The companion must adhere to the department's rules (such as leaving the room during care and respecting the organization of the service).

It is recommended that a companion be present during the hospitalization of young children, individuals with mental disabilities, or cognitive disorders.

Visitors and companions have the option of eating in the cafeteria from Monday to Friday, or in the patient's room. Ask about our special offer (Standard or Privilege menu to suit your preference).

Other services may be available for companions. We invite you to check the menu available in your room or upon request.

> Religion

You can request the presence of a representative of your faith by contacting the nursing staff.

> Flowers

For hygiene reasons, we do not allow any plants or cut flowers in the clinic.

> Personal linen and belonging

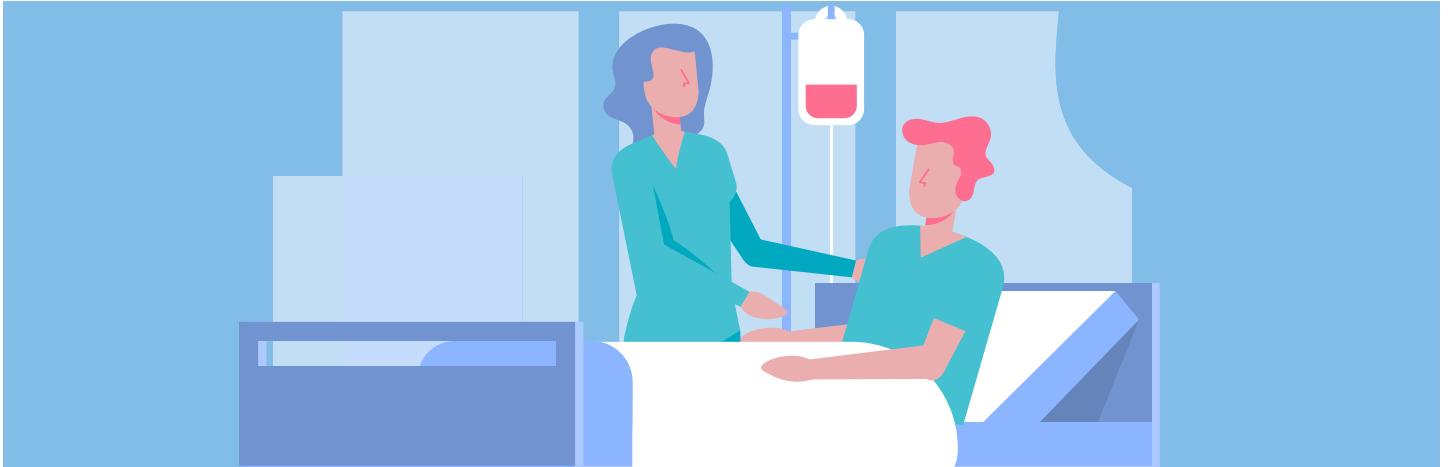
For your hospitalization, you must bring your own personal items: linen and toiletries, nightwear, bathrobe and indoor shoes. Our clinic does not provide laundry services for personal items. However, all the bed linen you will need during your stay is provided by the clinic. A toiletry kit and towels can be provided, depending on the chosen service.

> Valuables

As a general rule, do not bring valuables (jewellery, watches, mobile phones, etc.) or large sums of cash. Please ask the staff. In case of emergency admission, or if you forgot to leave them behind, you can deposit these items in a central safe (subject to a fee, please contact the staff). An inventory will be established in your presence. Management declines all responsibility for failure to comply with these precautions.



Your stay



> Parking

Traffic regulations apply within the parking area. Please respect the spaces reserved for Emergency services, fire brigades, and people with disabilities. We recommend that you do not leave any valuables in your vehicle. The clinic declines all responsibility in case of theft or damage. Ambulances and taxis are allowed to park in front of the clinic entrance.

> Press

If you would like to receive your usual daily newspaper, please ask the clinic staff.

> Dental prostheses, hearing aids, glasses

Please inform the nurses if you wear a dental or hearing prosthesis. Remember to bring the necessary cleaning products. Before the procedure, and to avoid any risk of loss, store them carefully in the box that you have brought with you or that was provided by the clinic. You are responsible for your devices. Don't forget to bring your glasses case.

> Meals

Please inform the nursing staff of any specific dietary requirements. Meal times are:

- Breakfast: 7.30 a.m.
- Lunch: 12 noon
- Dinner: 6.30 p.m.

> Telephone

All the rooms in the clinic have their own telephone. To benefit from this paid service, you must request it during your pre-admission, admission, or at any time during your stay by contacting our staff.

> Television

All the rooms in the clinic are equipped with a television set. To benefit from this paid service, you must request it during your pre-admission, admission, or at any time during your stay by approaching a staff member who will explain the process. Television must be used with due consideration for other patients, in order to ensure their rest.

> Visits

Visits are allowed every day from 12 noon to 8:00 p.m., except in specific sanitary situations. If you wish to limit visits or prefer to keep your presence private, please specify so at the time of your admission. Visitors must leave the room during the doctor's visit or nursing care. To maintain a restful environment, visits should be brief, as quiet as possible, and limited to a maximum of 2 people, except in specific sanitary situations. For hygiene and tranquillity reasons, visits by children under 10 years old are not allowed. We encourage visitors to sanitize their hands using the alcohol-based hand rub available in each room and to postpone their visit if they have any contagious illness (flu, cold, gastroenteritis, etc.).

> Wi-Fi

A Wi-Fi network is available for your use. Simply select the "patient" Wi-Fi and accept the terms and conditions of use.

Your discharge



Discharges are conducted in the morning before 12 noon from Monday to Sunday. The day and time of your discharge will be decided by your doctor. The doctor or a member of the healthcare team will provide you with your discharge file, which includes various reports, prescriptions, instructions, any applicable sick leave certificates and upcoming appointments. If prescribed by the doctor, you may also be provided with a transport voucher.

> Administrative formalities

Upon your discharge, you must go to the discharge office where you will receive your administrative file containing:

- **Your hospitalization certificate provided in two copies.** One copy should be sent to the Social Security and the other to your employer, as it serves as proof of your sick leave during your inpatient stay. Remember to make photocopies to send to your supplementary health insurance, physiotherapist, home nurse or ambulance services if necessary.
- **Your bill.** Please arrange for a means of payment (bank card, cheque and/or cash) to cover any remaining charges (television, telephone, private room, excess fees, etc.).

> What you will need to pay

The Social Security health insurance covers 80% of hospitalization costs (except in special cases).

If you do not have supplementary health insurance, you will have to pay a **co-payment** called “*ticket modérateur*”. This is the difference between what is covered by your Social Security health insurance and the total cost of your hospital stay (i.e. 20% of the cost of hospitalization, except in special cases).

For procedures costing €120 or more, the remaining “*ticket modérateur*” is replaced by a **fixed contribution of €24**. This fixed contribution applies only once per stay for all hospitalization costs. This contribution also applies to certain procedures with a coefficient of 60 or higher in the NGAP (Nomenclature générale des actes professionnels).

For example, if your procedure costs €160, you will not need to pay the full “*ticket modérateur*”, but only the fixed contribution of €24.

In addition, there is the **inpatient co-payment (forfait hospitalier)** that each patient must pay for hospitalization in a health clinic exceeding 24 hours. Since 2018, it has been set at €20 per day, including the day of discharge. Social Security health insurance does not cover this charge. It is sometimes covered by supplementary health insurance, so please check with your insurance provider.

In some specific cases (disability, long-term illness, work-related accident, occupational disease), individuals may be exempt from paying the daily inpatient fee, the “*ticket modérateur*” co-payment or the fixed contribution of €24.

If you are not covered by Social Security insurance, you will be required to pay the full cost of hospitalization and any additional charges. Payment for your hospitalization can be made by cheque, bank card or cash, within regulatory limits. The clinic agrees to provide you with or to send you a paid invoice for your treatment within a reasonable timeframe.

For more information, please visit: www.ameli.fr

Your discharge

> Excess fees

Doctors who have opted for Sector 2 are entitled to charge excess fees above the standard rates set by Social Security. Before your hospitalization, the doctor will provide you with all information regarding any excess fees for your procedure. You will be provided with a quote, which you must sign before the start of hospitalization.

> Transport

To return home after your treatment, you may use your personal vehicle or public transportation, subject to your doctor's approval. If your health condition so requires, the doctor may prescribe a return home by ambulance (stretcher transport) or arrange for a medical transport vehicle (seated transport). These transports are only covered with a medical prescription. A transport voucher may be issued to you for reimbursement of the costs incurred, if applicable, by your Social Security health insurance. Patients are free to choose the transport company they prefer.

> Satisfaction questionnaire

On request, a satisfaction questionnaire will be given to you during your stay, to gather your opinions and impressions about the reception and accommodation conditions in our clinic. We thank you for taking the time to respond. Your comments are really valuable as they help us identify the positive aspects of your stay and areas that need improvement.

An electronic questionnaire, called e-satis, will also be sent to you by the HAS (French National Authority for Health) via e-mail after you return home. In just a few minutes, you can share your opinion on the care you received in our clinic. Once a year, an overall satisfaction score will be calculated for each healthcare facility and published on the Scope Santé website (www.scopesante.fr). These results are part of the national indicators that each healthcare facility is required to follow. Our clinic carefully considers all these results to enhance the quality of your care.

> After returning home

Rest quietly and follow the medical instructions provided to you. If you choose to leave the clinic before the doctor has authorised your discharge, you will be required to write and sign a waiver releasing both the clinic and the doctor from any responsibility for potential consequences.



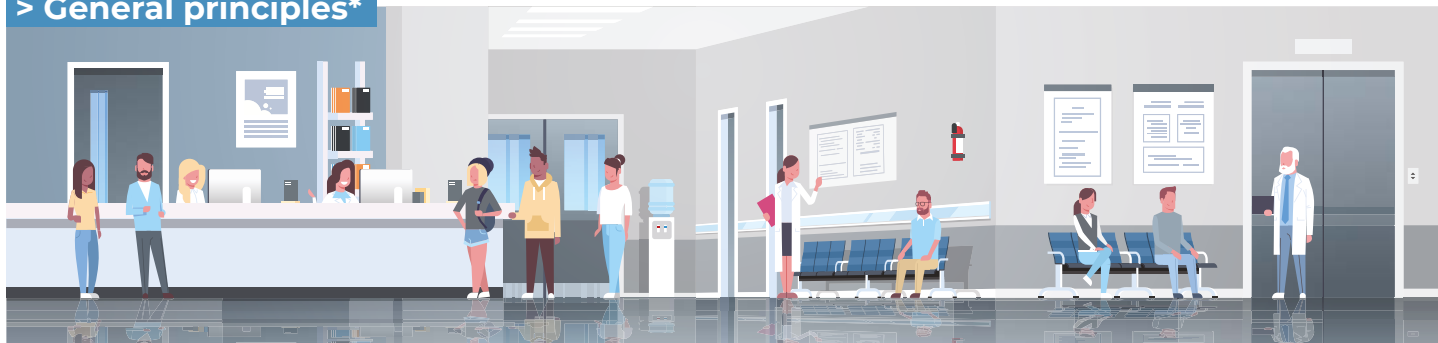
> FOR YOUR CHILD

Any discharge of a minor patient must be done in the presence of a parent or legal representative (or the person previously appointed in writing, in which case proof of identity will be requested).

Hospitalized patients' charter

Your rights as a patient

> General principles*



1 All patients are free to choose the healthcare facility that will care for them, within the limits of each facility's capabilities. The public hospital service is **accessible to everyone**, and in particular to those in need, and, in emergencies, even to those without social security cover. It is accessible to persons with disabilities.

2 Healthcare facilities must guarantee **the quality of reception, treatment and care**. They must pay careful attention to pain relief and do everything possible to ensure everyone is treated with dignity, particularly at the end of life.

3 **Information** provided to the patient must be **accessible and reliable**. Hospitalized patients participate in the therapeutic decisions concerning them and may be assisted by a trusted person of their choice.

4 A medical procedure can only be conducted with the **free and informed consent of the patient**. The patient has the right to refuse any treatment. Adults may also express their end-of-life wishes in advance directives.

5 **Specific consent** is required, notably for participation in biomedical research, donation and use of human body parts and products, and for screening procedures.

6 Individuals offered participation in **biomedical research** are informed about the expected benefits and foreseeable risks.

Consent must be given in writing, and refusal will not affect the quality of care received.

7 Except in legally specified cases, the hospitalized patient **may leave the facility at any time** after being informed of the potential risks involved.

8 **Hospitalized patients must be treated with consideration**, their beliefs respected, and their privacy and tranquillity preserved.

9 All individuals are guaranteed respect for their **privacy** as well as the **confidentiality** of their personal, administrative, medical and social information.

10 Hospitalized patients (or their legal representatives) have **direct access to their own medical records**. Under certain conditions, their heirs are entitled to the same rights in the event of death.

11 Hospitalized patients may express their views on the care and reception they received. Each facility has a committee overseeing patient relations and the quality of care, which ensures compliance with patients' rights. Everyone has the **right to be heard** by a manager of the facility, to express grievances and to seek compensation for any harm they consider they have suffered, either through amicable settlement procedures and/or through legal actions.

* The full version of the Hospitalized Patients' Charter is available on the website:

www.sante.gouv.fr

It is also available free of charge and without delay on simple request from the admissions service of the clinic.

Charter of Children's Rights in Hospital



The European Charter of Children's Rights in Hospital was adopted by the European Parliament on May 13, 1986.

- 1 A child should only be admitted to hospital if the care required by their condition cannot be provided at home, through an outpatient consultation or in a day hospital.
- 2 A hospitalized child has the right to have their parents or a substitute by their side at all times, regardless of the child's age or condition.
- 3 Parents should be encouraged to stay with their child, and provided with adequate accommodation. They should be informed of the department's rules and procedures and encouraged to take an active part in their child's care.
- 4 Children and their parents have the right to receive information about the disease and treatment in a way that is appropriate to their age and level of understanding, allowing them to participate in the relevant decision-making process.
- 5 Any examination or treatment that is not essential should be avoided. Efforts must be made to minimize physical or emotional distress and pain.
- 6 Children should be grouped by age to ensure that they enjoy safe, age-appropriate play, leisure and educational activities suited to their developmental needs. Their visitors should be allowed without age restrictions.
- 7 The hospital must provide an environment that meets the physical, emotional, and educational needs of children, including appropriate equipment, staff, and safety measures.
- 8 The healthcare team should be trained to meet the psychological and emotional needs of children and their families.
- 9 The healthcare team should be organized to ensure continuity in the care provided to each child.
- 10 Each child's privacy must be respected. Children should be treated with sensitivity and understanding at all times.

Patient rights and information



> Information

You have the right to be informed about your health condition. This information includes details about the investigations, treatments, or preventive actions proposed to you, their necessity, any potential urgency, possible consequences, common risks involved, alternative options, and the predictable outcomes of declining them.

> Users' Committee (CDU)

The Users' Committee ensures that the rights of users are respected and facilitates their procedures. Through its opinions and proposals, it contributes to improving the policy for receiving and caring for patients and their families.

The committee reviews complaints received by the clinic from users at least once every quarter, and whenever necessary, and informs them about possible mediation and appeal procedures. You can contact them by e-mail at: smc.ru@vivalto-sante.com.

> Data confidentiality

Certain information about you, collected during your stay, will be recorded electronically. This record is exclusively reserved for the management of all administrative and medical data before, during and after your stay, to facilitate its organization, and to draw up statistics relating to the collection and processing of medical activity data referred to in Article L6113-7 of the French Public Health Code.

This data will be kept for the legally prescribed duration. Your contact information may be used to ensure better medical or administrative follow-up of your file under Article 9.2 of the GDPR or to improve quality.

In accordance with the provisions of the French Data Protection Act of January 6, 1978, and the General Data Protection Regulation (EU 2016/679), any patient may exercise their rights of access, rectify, restrict and delete the information contained in the processing by contacting the Data Protection Officer (DPO) of the clinic, either by postal mail or by e-mail at dpo.smc@vivalto-sante.com.

If you do not receive a reply, you have the option to file a complaint with CNIL, the French national data protection authority, at the following address: 3 Place de Fontenoy, TSA80715, 75334 PARIS CEDEX 07, FRANCE.

The information collected may also be used anonymously for research purposes. The legal basis for this is the need for scientific research or statistical purposes (Article 9.2 and Article 89 of the European Data Protection Regulation).

> Patient consent

Patient information and informed consent are fundamental to the relationship between the doctor and the patient. To help you make informed choices about your health and reach a shared decision, the doctor will inform you and answer any questions you may have. You also have the right to explicitly request not to be informed. Doctors and nurses are available to provide you with all the advice you need to ensure that your treatment and examinations run smoothly. In certain situations, you will also receive specific information documents to supplement the verbal information given.

Patient rights and information

> Medical record

The medical record is a collection of administrative, medical and paramedical information regarding your stay. Its content is protected by medical confidentiality. You have the right to access your medical record (either by consulting it on-site or receiving copies by postal mail) by submitting a written request to the clinic management, in accordance with Article L.1111-7 of the French Public Health Code, the amended decree of March 5, 2004, approving recommendations for best practices related to access to personal health information and the guidance circular DHOS/E1/2009/207 of July 3, 2009, regarding the timeframe for communication. Your medical record is kept for the legally defined period, as per the applicable law.

> Contact person

(Article L.1111-11 of the French Public Health Code)

Your contact person is authorized to receive information, particularly about your accommodation, and will be informed in case of an emergency or an unexpected event. If you are ever unable to express your will, their opinion will not outweigh that of your other close relatives. They will not be entitled to access any confidential information about you.

> Trusted person

(Article L.1111-6 of the French Public Health Code)

Any person of legal age may appoint a trusted person. When you are able to express your wishes, their mission is to support and assist in decision-making and accompany you to consultations. They have a duty of confidentiality regarding any medical information they may receive. If you can no longer express your wishes, they will act as a reference for the medical team. The trusted person will be consulted first by the medical team in any discussion regarding the implementation, continuation, or cessation of treatments and will receive the necessary information to express what you would have wanted. They will therefore be your spokesperson, accurately reflecting your wishes, intentions, and beliefs. This is a right that you have, but not an obligation: you are free not to appoint a trusted person.

> Complaints and claims addressed to the clinic

(Articles R1112-91 to R1112-94 of the French Public Health Code)

All complaints and claims should be addressed to the clinic management. You will systematically receive a written reply as soon as possible.

> Care of minors

Consent to medical care and surgical procedures for minors rests with those with parental authority. If the refusal of treatment by the holder of parental authority is likely to have serious consequences for the minor's health, the doctor will provide the necessary care. However, the law stipulates that minors have the right to receive information and participate in decisions concerning their own care in a manner appropriate to their maturity and level of understanding. In the event that the minor objects to their parental guardians being consulted in order to keep their health condition confidential, the doctors will try to obtain their consent to involve their parental guardians. If the minor maintains their opposition, they will need to be accompanied by an adult of their choice.

> Protection of vulnerable adults

Vulnerable adults must consent to all medical procedures, regardless of the type of protection they are under. As long as the person is capable of making a decision and has discernment, their consent must be sought in addition to that of their guardian, and possibly of the family council.

> Advance directives

In accordance with French Law No. 2016-87 of February 2, 2016, any adult may, if they wish, write advance directives for situations where they may be unable to express their wishes at the end of life. These directives outline the person's preferences regarding the conditions under which treatment may be limited or discontinued. They will be consulted prior to any medical decision, and will take precedence over any other non-medical opinion. For more information, please refer to the appendix of this booklet.

> Organ donation

Donating organs or cells (blood, bone marrow, etc.) can save lives and improve the health of patients. Since the French law of December 22, 1976, updated by the law of January 26, 2016, every person is presumed to be an organ or tissue donor after death. However, you can oppose this by registering on the National Refusal Registry, by providing a **signed and dated written statement to a relative, or by verbally expressing your refusal.**

For more information, please visit www.agence-biomedecine.fr (toll-free in France: 0 800 20 22 24) and www.dondorgane.fr

Patient responsibilities

> In the interests of all, please observe the following guidelines:

- Respect and allow other patients to rest. Quiet is essential for the comfort and recovery of all patients. Please make every effort to maintain a calm and quiet environment and limit visitors to no more than two at a time to avoid excessive noise. If you wish to listen to music or watch television, please use headphones or earphones to avoid disturbing others.
- Please do not interfere with the functioning of the service and maintain cordial and respectful relationships with all staff members.
- Wear appropriate clothing when moving around within the clinic.
- Take care of the premises and the equipment provided to you during your stay.

> For your safety and well-being:

- You are in a healthcare facility and a public place. Smoking is strictly prohibited within the clinic, in accordance with decree 2006-1386 of November 15, 2006 (Loi Evin). Similarly, the use of electronic cigarettes is also forbidden.
- No illicit substances or alcoholic beverages are allowed on the clinic premises, including for visitors.
- It is forbidden to bring animals into the clinic.
- Do not bring any valuables. If necessary, we can store them in a safe at your request or in your bedroom safe if available. The clinic declines all responsibility for valuables kept in your room.
- In the event of a fire within the facility, remain calm and follow the instructions of staff trained for such incidents. Evacuation instructions are posted in all common areas. Please familiarize yourself with them for your safety.

"Mon espace santé" platform

> The new personal and secure digital space dedicated to your health

This free service, offered by the public health system, can be activated in just a few clicks.

3 benefits that make your life easier:

- **Securely store your health records** (test results, prescriptions, X-rays, etc.). They are safe and accessible at any time and from anywhere.
- **No need to bring your medical records** to your healthcare professionals.
With your permission, they can directly access your health documents through their secure digital interface, especially in emergency situations.
- **Communicate securely** with your healthcare professionals.

During your stay, Clinique Saint-Marie will upload relevant documents related to your care (such as liaison letters, prescriptions, and operative reports if applicable) to the "Mon espace santé" platform. This service also complies with the GDPR regulations.

If you do not object to it, a "Mon espace santé" account will automatically be created for you..

To access "Mon espace santé":

- Go to monespacesante.fr from your smartphone, computer or tablet.
- OR
- Download the "Mon espace santé" app.



For more information,
call 3422 (free service + call charge)

Our quality commitment



Our clinic is committed to a continuous quality improvement approach that places user satisfaction at the heart of our priorities. This commitment to satisfaction is the foundation of our efforts, which constantly aim to identify potential issues and implement the most suitable improvements in collaboration with the Users' Committee.

> Healthcare safety

Medications

Medications are effective in treating certain medical conditions, but when used incorrectly, they can be dangerous. Proper use of medication is crucial in reducing the risk of adverse effects. Medication management involves everyone (doctors, pharmacists, nurses and patients), and you can help us prevent misuse by asking healthcare professionals about the medication you are about to receive.

During your hospitalization, you will be given a number of medications. They are:

- prescribed by your doctor,
- dispensed by the pharmacist,
- administered by the nursing staff according to the “5 Rights” principle of medication administration: the Right medication, the Right dose, to the Right patient, through the Right route, at the Right time.

Our goal: to relieve your pain

It is possible to treat pain and get relief. We provide options to relieve your pain, although complete freedom from pain cannot be guaranteed. During your anaesthesia consultation, you will be informed

about the various treatments being considered. Your pain will be regularly assessed using a graduated scale and the treatment will be adjusted as needed. Effective pain relief requires a shared effort. If you are in pain, you must speak up. Pain relief medications are called analgaesics. The most common are paracetamol and NSAIDs (non-steroidal anti-inflammatory drugs). These can be combined with other medications (such as corticosteroids, muscle relaxants, antispasmodics, or local anaesthetics). For more severe pain, it is sometimes necessary to use opioid medications.

Other non-medicinal means are also used to reduce pain and improve your comfort and well-being, such as applying ice, changing positions, resting, maintaining a calm environment and limiting the number of visitors.

Identity vigilance

Ensuring your safety is one of our priorities. To this end, we have established a policy of identity check throughout your care pathway: you will be asked to state your identity throughout your stay and you will wear an identification bracelet.

Our quality commitment

> Preventing healthcare-associated infections

Any hospitalized patient can contract an infection during their stay (a healthcare-associated infection). Certain hygiene rules (hand washing, hand rubbing with an alcohol-based solution, etc.) are necessary before, during, and after your stay to reduce the risk of infectious complications, so your cooperation is essential. You must strictly follow the hygiene and preparation instructions provided during your medical or surgical consultation.

A specific structure, the CLIN (Nosocomial Infection Control Committee), has been set up in our clinic. It works in conjunction with an Operational Hygiene Team and nurses specialized in hygiene. Their efforts aim to improve hygiene in all areas of our activities in order to prevent the risk of infections on a daily basis.

> A systematic approach to quality improvement

Our clinic is fully committed to improving the quality and safety of care.

Certification

Certification is an independent, mandatory evaluation procedure of the level of quality and safety of care in public and private healthcare facilities. It is conducted every four years by expert surveyors appointed by the HAS, the French National Authority

for Health. Based on a framework co-constructed with healthcare professionals, regulatory bodies, and patient representatives, the certification procedure assesses the level of care quality provided in healthcare facilities.

Indicators

Quality promotion relies on the national system of quality and safety indicators for healthcare facilities. The HAS implements the collection of quality and safety of care indicators (IQSS) in both public and private healthcare facilities. The publication of these indicator results serves three main objectives:

- Providing facilities with tools and methods for managing and steering the quality and safety of care;
- Meeting transparency requirements for patients;
- Assisting in quality-based reporting and regulation.

These indicators particularly focus on the quality of clinical care, the quality of practices in preventing healthcare-associated infections, and the quality of care as perceived by patients.

You can find our latest indicator results and the HAS decisions regarding our quality of care on the Qualiscope website:

https://www.has-sante.fr/jcms/c_1725555/fr/qualiscope-qualite-des-hopitaux-et-des-cliniques



The Vivalto Santé Group

Founded in 2009 by Daniel Caille, Vivalto Santé is becoming one of the major players in the European hospitalization sector. It consists of a network of 100 healthcare clinics spread across six countries (France, Switzerland, Portugal, Spain, the Czech Republic, and Slovakia), employing nearly 6,000 physicians and over 20,000 staff members. In France, Vivalto Santé operates 53 clinics, making it the third-largest player in the private healthcare. For over 12 years, Vivalto Santé has experienced significant growth thanks to its acquisition strategy. The Group's appeal lies in its unique business concept: "The Third Way." It is built on a medical and financial partnership that brings together the Group's physicians and financial investors under a shared governance. This specific approach allows physicians to be involved in the strategic decisions of the clinics where they practise.

Vivalto Santé is the first private clinic group to have committed, as early as September 2020, to a mission-driven approach by including in its by-laws a mission statement of serving patients throughout their care pathway and throughout their lives. Six commitments have been adopted focusing on the shared governance system with the medical community, comprehensive care for all patients in the regions, inclusion of professionals and the sustainability of the Group. In addition, the Vivalto Santé Group is committed to containing its environmental footprint and is prioritizing innovation and research for the benefit of patients, doctors and employees.

www.vivalto-sante.com

Follow @vivaltosante on



The Institut Vivalto Santé

Established in 2015, the *Institut Vivalto Santé* for clinical research, innovation and medical education is a non-profit organization for the public good. Through donations, it supports research projects (new therapeutic solutions, new surgical and medical techniques), and technological innovation (new materials, new tools, etc.) as well as organizational innovation. The Endowment Fund improves patient care, quality of life, and comfort for patients and their families. Every donor benefits from a tax reduction, regardless of the donation amount. For more information, please visit www.vivalto-sante.com.

Clinic map and access



Useful numbers

1 – Reception: 02 40 55 88 88

2 – Admissions office: 02 44 79 30 07

3 – Outpatient surgery unit: 02 40 55 78 28

4 – Hospitalization department: 02 44 79 30 04

5 – Billing department: 02 40 79 30 16

Anaesthesia

Anaesthesia secretary:
02 40 55 78 44

Orthopaedics

Secretary of Dr Barrera:
02 40 55 78 48
Secretary of Dr Bertrand:
02 40 55 78 43
Secretary of Dr Daoud:
02 40 55 78 09
Secretary of Dr Martins:
02 44 79 30 06

Gastroenterology

Secretary of Dr Bassat:
02 40 55 78 03
Secretary of Dr Gaudubois:
02 40 55 78 04

Urology

Urology secretary:
02 40 55 78 45

Visceral and digestive surgery

Secretary of Dr Krossa:
02 40 55 78 00
Secretary of Dr Mendonca:
02 44 79 30 02

Neurology

Secretary of Dr Kunsy:
02 57 21 10 53

Ophthalmology

Secretary of Dr Chiritoi:
02 40 28 34 34
Secretary of Dr Randriamora:
02 40 28 35 36

ENT (Ear, Nose and Throat)

ENT secretary:
02 40 28 12 43

Vascular surgery

Secretary of Dr Alonso:
02 40 12 31 36
Secretary of Dr Boroda:
02 44 79 30 09
Secretary of Dr Gilbert:
02 51 72 46 00

Contact information

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