



An outstanding hospital, serving your local area

The Princess Grace Hospital (Centre Hospitalier Princesse Grace de Monaco) (CHPG) is the only public hospital in Monaco. Its mission is to offer each patient a personalised welcome, high-quality treatment and hotel services that live up to the Principality's brand image. To achieve this, the establishment's staff put their skills at the service of the population. Furthermore, they place great importance on the quality and safety of the care provided, and research into treatment and diagnosis, as well as therapeutic education.

The CHPG offers local services, while undertaking activities at the highest level. It has highly qualified staff and technical facilities with the most efficient equipment (MRI, PET scans, radiotherapy, scanners, scintigraphy, etc.), enabling it to carry out most treatments, apart from cardiac surgery and neurosurgery. With a total capacity of 567 beds, the hospital's main role is to treat patients from Monaco and the Alpes-Maritimes. Access to the Accident and Emergency Department and outpatient treatment is open to all.

The welcoming atmosphere and welfare of patients and their families are part of the CHPG's core values.



Insurance Cover - if you belong to a health insurance scheme in ...



Monaco (C.C.S.S. - C.A.M.T.I. - P.M.E.)

Present your registration card.

- **salaried employees:** fill in a declaration of work at the Admissions Office.

- **domestic employees or temporary staff:** present a certificate of employment duly completed by your employer.

- **beneficiary of unemployment insurance** and resident in Monaco, provide the 3 latest ASSEDIC counterfoils.

If you have complementary mutual insurance or other complementary insurance...

Present your mutual insurance or complementary insurance card to the Admissions Office.
Please note that some complementary insurance schemes are not valid in the Principality of Monaco.



France

Present your Vitale card or your certificate of entitlement.

- **in the Alpes Maritimes:** you can be covered by your health insurance scheme

- **outside the Alpes Maritimes,** in France, in case of emergency - you can be covered by your health insurance scheme. Planned admissions, no coverage (contact the Admissions Office).



Europe and signatory States to the European Convention on Social Security (European Social Security regulations)

The Principality of Monaco is not a signatory to the European Convention on Social Security. Nevertheless, in certain individual cases, the French Social Security can cover you by liaising with your country of origin. Contact the Admissions Office for an analysis of your situation, with your European Health Insurance Card (or your Vitale card, if you live in France).



Italy

Present yourself (or a member of your family) at the Admissions Office.

- **planned admissions:** present an "MIC9"

- **urgent admissions,** in the territory of Monaco only: present an "MIC8"

(MIC8 and MIC9: documents issued by the USL of where you reside in Italy).

However, the Social Services Compensation Fund (Caisse de Compensation des Services Sociaux), the relevant institution in Monaco (distinct from the CHPG) can agree to cover the costs of your stay if hospitalisation is necessary.



Private Insurance

You must be in possession of a statement of agreement, prepared beforehand by your insurance company, to cover the actual costs incurred over the estimated period.

You must pay the full costs as initially foreseen by your doctor, except in the case of urgent admission.



If you do not have insurance

You will be required to pay an amount corresponding to the provisional estimate issued by your doctor, based on the expected duration of your stay

Special Cases

Births

If you are a member of a Monegasque insurance scheme: present your "maternity booklet" ("carnet maternité")

Accidents at Work

- Employees in Monaco: present the declaration of an accident at work from your employer

- Employees in France: present a copy of the accident at work sheet from your employer and the original of the medical certificate of an accident at work issued by the doctor who treats you

War veterans and victims of war

present your free treatment booklet and the sheet with the description of your disabilities

For further information, please contact the Admissions Office, which is open every day from 8 a.m. to 8 p.m.

TEL (+377) 97 98 98 10

www.chpg.mc



Your Admission

Administrative Formalities

In addition to the administrative documents mentioned on page 4, please remember to bring the following with you:

- a letter from the doctor who advised hospitalisation,
- all the medical documents that relate to your hospitalisation (blood test results, X-Rays, scan reports, etc.)
- your prescriptions, if you are receiving treatment. The hospital pharmacy will provide the medicines that are prescribed for you.

If your admission is planned, you must present:

- An admissions sheet filled in jointly by you and the doctor in charge of your stay
- Official valid ID with a photograph (such as a passport, ID card, driving licence, residence permit, etc.)
- Documents enabling the cost of your stay to be covered

If you have a disability, please mention it to the relevant hospital department. We will make sure that your needs are taken into account.



If you are admitted urgently:

In urgent cases, you will be settled in your room with no prior formalities. A member of your family must therefore go to the Admissions Office; if this is not possible, we will carry out the necessary formalities by your bedside.



Hospitalisation Costs

Your medical care can either be provided on a non-private basis, as part of the public activity of the practitioners, or privately, by practitioners who are authorised to practice privately.

As Part of Public Practice

Your care will be provided by a consultant and his or her medical team. Your consultations, various examinations and medical procedures will be invoiced by the Hospital according to a daily tariff, the price of which is set by the Prince's Government and published in the Journal de Monaco, in line with the provisions of the Franco-Monegasque Convention on Social Security.

Private Practice

You are free to choose a private practitioner. Before carrying out any treatment, the practitioner who you have personally chosen must inform you, fully and precisely, of the implications of your choice, and in particular:

- of the amount of fees that you will be required to pay, in addition to the daily tariff set by the Prince's Government.
- of the repayment conditions for your health insurance scheme and your complementary insurance.

Before your admission, or at the latest on your arrival in the hospital department, you and your chosen doctor must complete and sign a declaration stating that you have opted for private practice.

*For further information, please contact the Admissions Office,
which is open every day from 8 a.m. to 8 p.m.,
(+377) 97 98 98 10 site web : www.chpg.mc*



Preparing for Your Stay

Private Rooms

Prior to your admission, you will have the opportunity to request a private room. However, the allocation of a private room is subject to availability on the day of your admission.

A daily supplement will be added to your invoice. Contact your mutual insurance scheme to see if it might be covered by your insurance.

Package for a Person Accompanying You

Subject to availability, a family member or friend may be authorised to stay with the patient, on payment of an "Accompanying Person Accommodation" package. If you choose this option, a private room will be provided, for which a charge will be payable, in addition to the accommodation charges.

This package includes the following:

- use of a hospital bed or folding bed;
- breakfast served in the room.

Accompanying persons who have paid for the accommodation package have the option of having breakfast and/or dinner in their room. Meals will be invoiced as a supplement.

Anonymity see page 21

Personal Medication

If you are bringing your personal medication, for security reasons, when you are admitted to the hospital department, you will be asked to give it to:

- a family member or friend, if you are accompanied;
 - the staff of the department, if you are on your own.
- It will be kept in a secure place while you are in hospital and will be returned to you on the day you leave.

Medical Instructions

Depending on the reason for your hospitalisation, your doctor may have recommended that you follow certain instructions prior to your admission. It is essential that you follow these instructions.

Personal Items

To make your stay more comfortable, please remember to bring personal items such as toiletries, pyjamas, dressing gown, slippers, towels, etc. The CHPG does not provide a laundry service for personal linen. Toiletries and slippers can be purchased from the housekeeper.

Valuable Items

When you are admitted, you will be invited to hand any valuables in your possession to a member of your family. You can keep them in the hospital's safe on request to the department's staff. Any item not removed within two years after you have left the hospital will be regarded as abandoned. However, if you wish to keep valuable items with you, they remain your responsibility, and you will be asked to sign a waiver form. The CHPG is not responsible for money and other valuable items kept in the safe. Before depositing items in the safe, an inventory must be countersigned by both parties.

People with Reduced Mobility

If you have a disability, please inform us in advance and inform the manager of the department to which you will be admitted. Wheelchairs are available in reception to help you move around.





Our multidisciplinary staff put their skills at your service; they will do their utmost to take your wishes into account while providing the treatment you need, to make your stay as pleasant and comfortable as possible.

The Staff Taking Care of You

Throughout your stay, all the hospital staff will adhere to professional secrecy and help to:

- offer you a personalised welcome and stay;
 - provide high quality treatment;
 - support you in decisions concerning your health
- Each health care provider wears a badge showing his or her name and position. In addition, the colour of their outfit corresponds to their role.

Patient care is under the responsibility of: a **Head of Department** assisted by hospital doctors and a **Clinical nurse manager** who coordinates the work of the care team (p.10, photo 3).

This team provides the treatment and care you need and is at your disposal for any information relating to your stay.

The team consists of:

- **A Nurse** (male or female), who works in close collaboration with the medical team and provides the care necessary for your health, respecting the professional code of conduct (p.10, photo 1).
- **A Nursing Assistant** (male or female), who works in close collaboration with the Nurse and under the Nurse's responsibility. He or she helps with personal hygiene and making you comfortable (p.10, photo 2).
- **Housekeepers**, who coordinate and maintain the quality of the hotel services (p.11, photo 10).
- **The Catering Officer**, who is responsible for your meals, offers advice on your menus and liaises with the Dietician to ensure that your diet is followed (p.11, photo 5).
- **A Domestic Orderly**, who is responsible for looking after and cleaning the department and your room (p.10, photo 7).
- **A Medical Secretary**, who takes care of administrative and medical matters relating to your case and manages appointments (p.10, photo 8).

Depending on your needs, other professional staff also contribute to the quality of your stay:

- **Technical medical staff**
(physiotherapist, medical imaging technicians, laboratory technicians, etc.)
- **Psychologist**
- **Midwife**
- **Logistics staff**
(transport, laundry, maintenance, etc.)
- **Administrative staff**

The Social Service

A social worker is available to solve any administrative, professional or family difficulties that you might have. She can also help to put in place the services necessary for making your discharge from hospital go smoothly. (See page 18). To meet her, ask the nurses, hospital health supervisor or doctors.

The Nurse

1



The Nursing assistant

2



The Clinical nurse manager

3



The Stretcher bearer

6



The Domestic orderly

7



The Medical secretary

8



The Physiotherapist

4



The Catering officer

5



The Medical imaging technicians

9



The Housekeepers

10



How to Identify the Professional Staff who are Looking After You

-  The Nurse
-  The Nursing assistant
-  The Clinical nurse manager
-  The Physiotherapist
-  The Stretcher bearer
-  The Domestic orderly
-  The Medical secretary
-  The Medical imaging technicians

-  The Catering officer
-  The Housekeepers



Your Comfort

Hotel Services

A hotel services team is at your service from 7 a.m. to 8 p.m., seven days a week.

The role of the housekeeping and hotel service staff is to ensure that you are comfortable during your stay and that you are provided with high-quality services. To meet this aim, they:

- ensure your room is clean and hygienic
- oversee the catering service

Your Room

Your room is equipped with:

- an adjustable bed,
- a telephone, which will be activated when you arrive, allowing you to make outside calls directly from this phone, with your own personal telephone number,
- a centralised lighting control system on the bedside table,
- a television, which you may use free of charge (its use must not disturb your neighbours),
- WiFi access (instructions for use are available from the staff).

Your Meals

A member of the catering staff, who is responsible for all your meals throughout your stay, will show you each

day's menu and offer advice. The menus are designed jointly by the head of the kitchen, the cooks and the hospital's dieticians, and are approved by the Head of the Hotel and Catering Services. All our meals are prepared on site in the hospital's central kitchens by professionally qualified staff. Our cooks are therefore able to meet all your culinary needs.

Every day, you will be able to select the breakfast of your choice, making up a tray of cereals, dairy products, tasty treats and a variety of hot and cold drinks.

A balanced diet will help your recovery. If your medical treatment requires a special diet, you will be offered a specially adapted menu. Your choice will be noted and forwarded to the hospital's central kitchen, where your meal will be prepared.

Depending on the department that you are staying in, the staff can offer you a coffee after lunch. In the afternoon, you will be served an afternoon tea consisting of a drink (tea, coffee, chocolate or fruit juice) and biscuits.

Dietary requirements relating to your beliefs and/or your religion will also be taken into account when you order your meals.



If you do not wish to choose the suggestions on the daily menu, a menu of set dishes is also available.



Flowers

For hygiene reasons, potted plants are not accepted.



Noise

In everyone's interest, you are kindly requested to respect the privacy of others.



Fire Safety

To avoid the risk of fire, the staff are regularly given specific instructions, but we also count on your prudence.



Food

To respect special dietary requirements, where applicable, and hygiene rules, please ask a member of your care team before consuming food brought in by a visitor. Alcohol is strictly forbidden on the premises.



Tips and Gratuities

Tips and gratuities for the staff are not permitted.



Smoking

The CHPG belongs to the network of "no-smoking" hospitals. It is forbidden to smoke outside the authorised areas.



Useful Information

Visits

Family and friends are welcome. However, to ensure a restful, calm atmosphere for patients and ensure that the hospital department runs smoothly, visits are subject to certain regulations. In their own interest, children under 14 are not admitted. Visits can take place every day, in line with the instructions displayed in the entrance to each department at the Princess Grace Hospital. However, exceptions can be made in special cases, with the agreement of the doctor responsible, as long as they do not disrupt the smooth running of the department.

Walks

If you go for a walk, don't forget to tell the department and stay within the confines of the hospital.

Post

You can receive post and send it, having attached Monaco stamps. Consult the Supervisor of the department.

Church Services

A religious Catholic service, provided by a Chaplain, is held either in the hospital chapel or in the patients' rooms.

The times of the Mass are as follows:

- Monday, Tuesday, Thursday, Friday: 11 a.m.
- Wednesday and Saturday: 6 p.m.
- Sunday: 10 a.m.

The services are broadcast on television: channel 15. For all other denominations, please approach the care team, who will make the necessary arrangements.

Hairdressing Salon

Hairdressing is available:

- in the hairdressing salon, situated at Mezzanine level in the Rainier III Centre, which is open at the following times:

Tuesday and Wednesday: 9.30 a.m. / 5 p.m.

Thursday and Friday: 1.30 p.m. / 6 p.m.

- in the care unit, if you are unable to go elsewhere. You will have to pay the hairdresser directly for this service.

For all enquiries, phone 955.85 or ask the care team.

Library

A mobile library, run by volunteers from Monaco Red Cross, circulates in the departments.

Shop

The shop is situated in the main entrance hall. It sells newspapers, magazines, confectionary, drinks and fast food. The shop is open at the following times:

- From Monday to Friday: 8 a.m. / 6 p.m.
- Weekends and public holidays: 11.30 a.m. / 3 p.m.

Vending Machines

Vending machines for food and drink are available in the Louis II Pavilion and opposite the Accident and Emergency Department.

Parking

The first hour of parking is free.

If you are a hospital in-patient, you can benefit from a special parking fee. The Receptionist will give you a receipt to be given to the car park attendant at the end of your stay.



Treatment in the Operating Theatres or Treatment Areas (Endoscopy, Radiology and Cardiology)

In line with the recommendations of the French Health Authority, the CHPG is committed to an active healthcare policy, with the introduction of a Check List in these areas of activity.

This is a way of methodically cross checking, orally and in writing, the necessary steps to be taken for patient safety in operating theatres and treatment areas.

Consequently, when you are taken to one or other of these treatment areas, the staff will ask you to confirm your identity on several occasions, for security reasons.

Identity Security

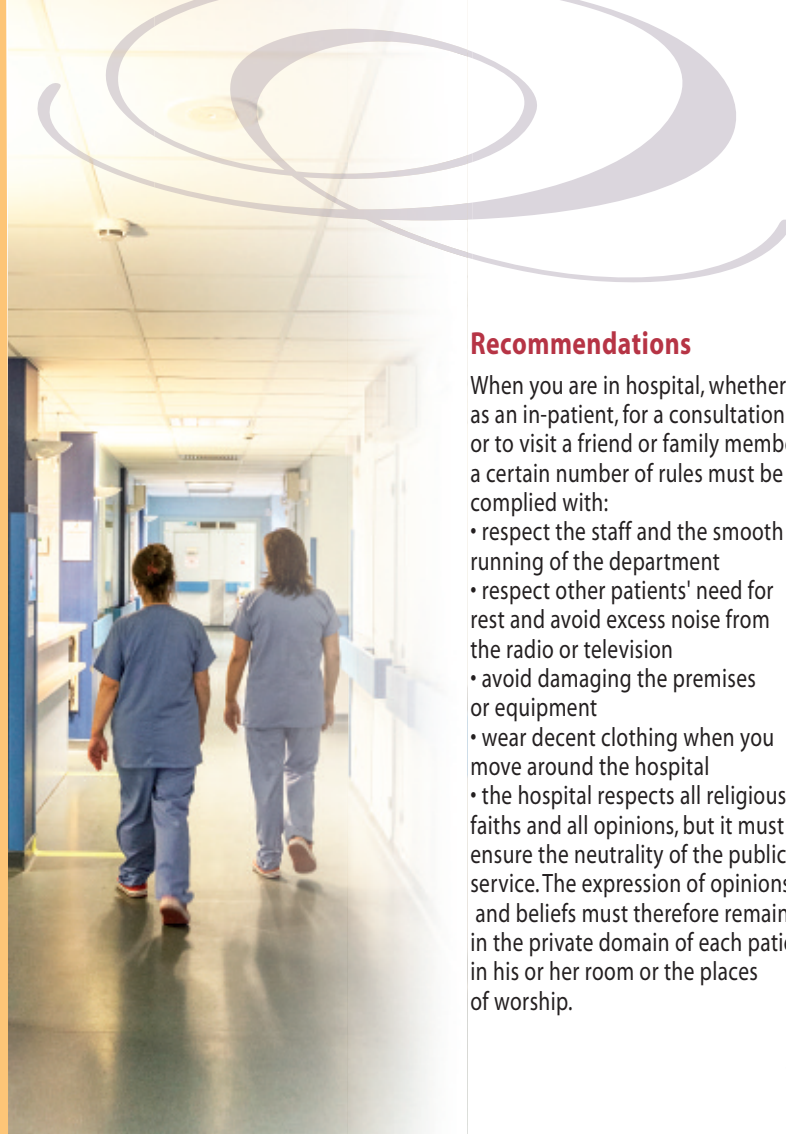
Reliable identification at every stage of your stay and at every visit guarantees the safety and continuity of your treatment. That's why we have put in place strict rules for identifying patients.

When you are admitted, you will be asked to present official proof of valid ID with a photograph.

You will be given an identity bracelet when you arrive in the hospital department or when you go to the Accident and Emergency Department.

Checking your identity is the first healthcare procedure for the staff who are looking after you. Don't be surprised if the medical staff ask you to identify yourself several times – before each medical procedure, examination or treatment.

Please check that the information given on the identification labels is correct, and notify us of any anomaly.



Recommendations

When you are in hospital, whether as an in-patient, for a consultation or to visit a friend or family member, a certain number of rules must be complied with:

- respect the staff and the smooth running of the department
- respect other patients' need for rest and avoid excess noise from the radio or television
- avoid damaging the premises or equipment
- wear decent clothing when you move around the hospital
- the hospital respects all religious faiths and all opinions, but it must ensure the neutrality of the public service. The expression of opinions and beliefs must therefore remain in the private domain of each patient, in his or her room or the places of worship.

Leaving the Hospital

The date of your discharge will be decided by your doctor, depending on your state of health.

Administrative Formalities

When you are discharged from hospital, don't forget to go to the Admissions Office, to:

- Ensure that your administrative file is updated
- Pay the daily tariff, if you are responsible for this, and the patient's contribution to the cost of treatment
- If your stay took place as part of the practitioners' private services or practice, you may be given or sent a bill for additional fees due to the practitioner(s) who treated you

- Pay for services that are not included in the cost of hospitalisation (such as the telephone, additional hotel services and beds for persons accompanying you)
- Obtain a medical status report stating the duration of your hospital stay

In addition, if relevant, you should go to the Revenue Department (Service de la Recette) to retrieve goods and valuables that you have left in the Princess Grace Hospital Centre's safe.

Medical Follow-Up

To ensure continuity of care, preparations for your discharge will be made during your stay in hospital.

Discharge Prescription

The doctor will give you a prescription for continuing treatment, to ensure continuity of care.

In some cases, you will be offered an appointment for a consultation. In all cases, a report on your stay in hospital will be sent to your GP as soon as possible.

Continuing Treatment

If necessary, treatments will be prescribed by the hospital doctor (such as nursing care, physiotherapy and speech therapy). Medical and surgical equipment can be rented or purchased.

Support

A number of additional community services are available to assist you in your daily life. These services (such as meals on wheels, domestic help, carers and remote alarms) require two or three days to put in place.



Discharge against Medical Advice

In such cases, you must sign a declaration absolving the Hospital of all responsibility for the consequences of your decision.

Transport

Depending on your state of health and by medical prescription, you may travel by ambulance, light medical vehicle or taxi. Coverage of your transport costs depends on your health insurance and your mutual insurance. If appropriate, your transport can be organised by the department, bearing in mind that you may choose the company yourself.

Hospitalisation, Nursing Care and Personal Home Care

Home Hospitalisation makes it possible to provide ongoing, coordinated medical and paramedical care adapted to each patient's health requirements. The aim is to avoid hospital treatment or shorten hospital treatment when treatment at home is possible.

To benefit from this arrangement, a carer must be present on a permanent basis. Hospital treatment at home is activated following a request and a treatment protocol from the patient's doctor or a hospital doctor, following the agreement of a coordinating doctor and the Monegasque Social Funds.

The Home Nursing Service

provides hygiene and personal comfort services for elderly people who have lost their autonomy, who are dependent on others or ill, following hospitalisation. A nurse from this unit can provide technical care if necessary.

The Home Personal Hygiene Service is run in co-operation with the Monaco Coordination Centre for Gerontology, which undertakes a personalised evaluation of the needs of users who are resident in the Principality. A team of nursing assistants can inter-

vene on medical prescription, for care relating to personal hygiene and comfort.

Transfer to another establishment

Depending on your state of health, you may be admitted:

- To an establishment offering follow-up care and rehabilitation (convalescent centres, rehabilitation centres and specialised centres)
- To an establishment offering long-stay care (nursing home with medical care)

Don't hesitate to ask the medical and care teams and social workers for advice during your stay in hospital.



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6 Exercise of rights and legal protection of a person: all persons with disabilities must be protected; not only their goods, but also their person.

11 The patient has access to information contained in his or her file, including medical information, directly or through the intermediary of a doctor chosen freely by the patient.

13 The family of the hospitalised patient receives appropriate care with regard to their general treatment, information and support.

During your stay, the healthcare team can offer you nicotine substitutes. A multidisciplinary smoking cessation consultation is also available. It is comprised of a specialist doctor, a dietician and a psychologist.



Charter approved by the Board of Directors on 27 November 2002, amended in December 2013.

Your Rights and Obligations

Respecting patients' rights is a priority for the Princess Grace Hospital. These rights form part of the Monegasque legislative framework, with the special characteristics that are unique to it. In this section, you will find information relating to patients' rights and obligations.

Computerised Data Collection

As part of your administrative support and medical care and your case management, the CHPG collects computer data concerning you. Pursuant to Law I.165, Art. 14 of 23/12/93, replaced as from 1/04/09 by Law 1.353 of 4/12/08), you have the right to correct data concerning you by sending a letter to the Director of the CHPG.

Transmission and Use of Computerised Data

Data collected by the Princess Grace Hospital as part of administrative matters relating to you and with regard to your medical care can be transmitted to external organisations and used for research purposes in the field of health or to health networks to which the Princess Grace Hospital belongs. If you do not permit the transmission and use of electronic data relating to you, you can exercise your right to object by writing to the Director of the Princess Grace Hospital.

Non-Disclosure/ Anonymity

If you so wish, you can ask the Admissions Office or a Hospital Unit Supervisor not to reveal your presence in the hospital. No indication of your presence will be given to any person whatsoever. This implies that you should inform friends, family, colleagues, etc., that your presence is not to be revealed.

Private Practice

For hospitalisation or during your stay, the choice of private practice is made via an administrative form, "*Declaration of the Choice of Private Practice*," which you must complete and sign and for which you must receive the signed consent of the doctor or doctors chosen. For a consultation and/or specific examination, the choice of private practice is made when making an appointment. The rates and fees charged by doctors authorised for private practice must be made available beforehand by the doctor or doctors chosen, who must specify the amount by which the conventional rates may be exceeded.



Quality and Satisfaction

The CHPG has an ongoing commitment to constantly improve the quality and safety of its treatments by means of certification.

Access to Your Medical Records

In the Principality of Monaco (according to Law No. 1.353 of 4/12/08, amending Law 1.165 of 23/12/93 regulating the treatment of personal information, and Sovereign Ordinance No. 2.230 of 19/06/09), a patient may have access to medical information that concerns him or her. All the information relating to the treatment and care that you have been given is gathered in a personalised file, whose content is covered by medical confidentiality. You can access your medical file directly or through the intermediary of your doctor by sending a written request to the Director of the Princess Grace Hospital. If you would like copies, you will be asked to contribute to the costs.

For more information, see www.chpg.mc/ "Your Rights and Obligations" section

medical records

Evaluating Your Stay

We hope that you have been entirely satisfied with your stay. We value your feedback, as it allows us to continue to improve our services. That's why you will be given a leaving questionnaire in the department. We request you to kindly complete it, because it is important for you and for us.

You can mention any difficulty you may have encountered during your stay, any claim or complaint in this questionnaire, or by a letter addressed to the hospital's Director. Your remarks will be analysed and forwarded to the staff concerned, so that corrective action may be taken.

If necessary, you can be put in contact with a mediator designated by the Commission for Mediation and Improvements to Patient Care, whose role is to note and satisfy your demands.

The Treatments We Offer

- Anaesthetics-intensive care
- Biology Laboratory
- Blood Transfusion Centre
- Cardiology - Cardiology intensive care
- Day Hospital
- Dermatology
- Endocrinology - Diabetology - Nutrition
- ENT Oral and Maxillofacial Surgery
- Epidemiology and Hospital Hygiene
- Free, anonymous screening centre
- Functional Neurological Investigations
- General and Gastrointestinal Surgery
- Gynaecology
- Hepato-Gastroenterology
- Home Hospitalisation and Nursing Care
- Internal Medicine - Haematology - Oncology
- Interventional Radiology
- Maternity - Obstetrics
- Memory Centre
- Mobile Palliative and Supportive Care Unit
- Monaco Screening Centre
- MRI
- Nephrology - Dialysis
- Neurology
- Nuclear medicine
- Ophthalmology
- Orthopaedic Surgery
- Orthopaedics - Traumatology - Consultations
- Outpatient Surgery
- Paediatric and Adult Emergencies
- Paediatrics - Neonatology
- Pain Management
- Pathology
- PET Scan
- Pharmacy
- Physical Medicine and Functional Rehabilitation
- Pneumology
- Psychiatry
- Radiology
- Radiotherapy
- Rainier III Gerontology Centre Clinic
- Results Unit (end of 2015)
- Rheumatology
- Scanography
- Short-Stay Hospitalisation Unit
- Specialist Medical Services
- Travellers - Infectology
- Ultrasound Scanning
- Urology - Lithotripsy

Associations

The Monaco Red Cross

The aims of the team from Monaco Red Cross are to help, reassure and provide entertainment for people in hospital. To achieve these aims, volunteers visit the hospital departments regularly to distribute sweets, magazines, books, etc. Traditional festivals, such as Christmas, Epiphany and Mothers' Day, are often celebrated in the presence of a member of the Royal Family.

President : HSH Albert II

Tel : (+377) 97 98 99 00 - poste 3391

SMILEYS Fun support for children (paediatrics and paediatric emergencies)
AMADE Monaco Tel : (+377) 97 77 86 73

Écoute Cancer Réconfort

Support for patients suffering from cancer

1 av. des Castelans, 98000 MONACO

President: Mrs Garino

Espace Mieux-Etre in Cap d'Ail (Fontvieille) :

L'Atalante, Bloc B, ground floor - Tel : 06 80 86 04 33

GEMPLUC

(Groupement des Entreprises

Monégasques dans la Lutte contre le Cancer -

Group of Monegasque Companies

in the Fight Against Cancer)

15 av. de Grande-Bretagne - MC 98000 MONACO

President : Dr Béatrice Brych

Tel : (+377) 93 30 98 60

JATALV

(Jusqu'au Terme Accompanyer La Vie).

Support for people with serious illnesses or at the end of their life, and their families

6 rue des Açores, 98000 MONACO

President : Mr Louis Vecchierini

Tel : 06 68 526 520 - www.jatalvmonaco.com

ILCO Côte d'Azur

An association that helps ostomy patients, offering psychological, family and social support.

• at the CHPG : Tel : (+377) 97 98 98 39

• ILCO C.A. France : Tel : (+ 33) 04 93 52 25 08

www.ilcoazur.asso.fr



Biomedical Research

Clinical research is one of the activities conducted by the CHPG. The aim of this research is to improve treatment and diagnosis techniques. We may perform this research in several different ways:

- By collecting information from your medical record. This information will be used in a confidential manner. It will be anonymised then processed for statistical purposes. You have the right to access and correct the data that we collect for research purposes. You may exercise these rights, or object to the use of your personal data, by writing to the CHPG's Department of Medical Affairs, International Cooperation and Research.
- By analysing tissue or blood samples collected during treatment. When we take blood or tissue samples as part of your treatment, some of the samples remain unused. Unless you object, we will retain any unused samples for research purposes. You may object to the retention and use of your samples by writing to the CHPG's Department of Medical Affairs, International Cooperation and Research.
- By inviting you to take part in trials of new drugs, medical devices, administration methods or diagnosis and treatment techniques. Your doctor

will talk to you about the purpose of the trial, how it will work and the associated risks. No action will be taken without your written consent. You will be free to terminate your participation in the trial at any time.

These trials are authorised by special committees, which ensure that they comply with all applicable laws and regulations.

Risk Management

The Princess Grace Hospital places great importance on delivering the necessary treatment to each patient to ensure the best outcome, in line with current scientific knowledge, with the least risk and to ensure the greatest satisfaction. The aim of risk management is to prevent the occurrence of adverse effects of treatments and, if they do arise, to analyse the causes, to decrease or eliminate harmful effects and implement measures that ensure that these effects will not reoccur. Analysing observations from patients and adverse effects reported by staff is an important factor in the policy of continual improvement in service provided to all patients.

Pain Management

The healthcare teams are committed to managing your pain and informing you of its causes.

You should be aware that:

- pain is not inevitable; putting up with it doesn't help and could affect your health
- pain can be prevented and treated, even though we cannot guarantee that you will be completely free of pain
- there is always a reason for pain. The healthcare teams will look for the causes in order to alleviate it as far as possible
- There may be various causes for your pain; discuss it with the medical staff.

CLUDS The Committee for Pain Management and Palliative Care (CLUDS) is constantly looking into pain management and the latest developments in the treatment of pain.

Post-operative pain

The Department of Anaesthesia and Resuscitation provides post-operative pain relief; its staff are skilled in the appropriate techniques, which are then administered by the department in which you are an in-patient.

Intractable chronic pain

- Outpatients - "chronic pain" consultations are provided by a pain specialist, in conjunction with various specialists and your doctor to ensure overall multi-

disciplinary care

- In-patients - this type of pain is treated in the hospital departments by specially trained medical staff and doctors specialising in pain relief, using proven medical techniques

Palliative care

A multidisciplinary team can intervene on the request of hospital departments, families or patients. It provides comprehensive medio-social and spiritual care.

Combating infections linked to treatment

The CHPG has put in place effective means of combating hospital-acquired infections, (HAIs), also known as nosocomial infections. It has a hygiene department and a Committee for Fighting Infections.

The CHPG undertakes:

- monitoring of levels of infection in the operating theatre and infections in the resuscitation area.
- an annual inquiry into the prevalence of nosocomial infections throughout the hospital.
- epidemiological monitoring of multidrug-resistant bacteria.

Based on the results of this monitoring, preventative action is taken by the departments of epidemiology and hospital hygiene.

All newly recruited staff members are trained in hospital hygiene and all the staff receive regular training. In all the healthcare departments, the policy for preventing HAIs is based on protocols developed with the care teams and regularly evaluated through audits. Each department has a hygiene officer, who is specially trained and responsible for liaising between his or her team and the hospital hygiene department. Finally, the department of epidemiology and hospital hygiene is involved in various other work contributing to the prevention of HAIs, including advice on antibiotic prophylaxis and antibiotic treatment, preventative techniques when building work is being carried out and bacteriological monitoring of the environment.

The implementation of these measures has enabled the establishment to be awarded good scores in the calculation of indicators in combating HAIs over a number of years.

Access from Nice

- Via the Moyenne Corniche road following the Boulevard du Jardin Exotique
- or on the motorway, taking exit 56, then follow directions to Monaco
- by train, then by bus

Access from Menton

- on the motorway, taking exit 58, then follow directions to Monaco
- by train, then by bus

Public access by car is not authorised around the building.

We advise you to use public transport whenever possible.

Shuttle bus The intercity shuttle bus serves the residences A Qietudine and Cap Fleuri, as well as the Rainier III Centre, free of charge. Your family and friends can use it to travel close to the building (there are two daily arrivals and two daily departures; timetables are available at the reception desk).

Bus Routes 2, 3 and 5 of the Monaco Bus Company (Compagnie des Autobus de Monaco).

Parking You can use the CHPG's "Visitors" car park, as well as the Tamaris car park. Possible amendment to the site of the new Princess Grace Hospital

- 1 Lou Clapas Building
- 2 Louis II Pavilion
- 3 Maternity Unit
- 4 Princess Grace Pavilion
- 5 Princess Charlotte Pavilion
- 6 Constantinescu Pavilion
- 7 Rainier III Centre

