



WELCOME BOOKLET FOR HOSPITALISED PATIENTS



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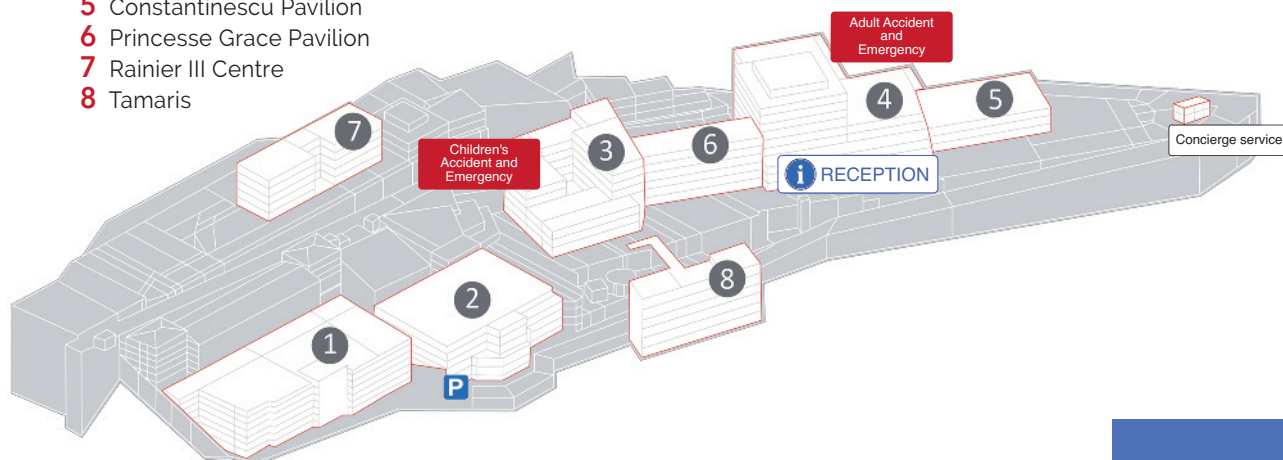
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- Patient portal
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ARRIVAL AT PRINCESS GRACE HOSPITAL (CHPG)



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



People with disabilities

If you have a disability, please inform us in advance and identify yourself to the manager of the department to which you will be admitted.

- To help you get around, wheelchairs are available as you exit the lifts from the car park.



- A fleet of electric carts with drivers is available from 7.30 a.m. to 8 p.m., Monday to Friday, to transport you around the hospital grounds.

Reception staff are on hand to assist you with getting around (getting wheelchairs, calling for electric cart drivers).

Interpreters

A list of hospital staff who can offer interpreting to help you communicate with the teams during your stay is available. Please request such assistance in advance of your arrival.

PRACTICAL INFORMATION



WIFI

Princess Grace Hospital offers a free Wi-Fi hotspot (terms and conditions apply).



Flowers

For hygiene reasons, potted plants are not accepted.



Noise

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



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 staff are not permitted.



Smoking

Princess Grace Hospital belongs to the No-Smoking Hospitals network. Smoking outside the authorised areas is strictly forbidden.



CARE SERVICES

- Pain Management
- Anaesthesia - Resuscitation
- Breast Cancer
- Cardiology - Cardiology intensive care
- Free and Anonymous Screening Centre
- Monaco Screening Centre
- Rainier III Gerontology Centre Clinic
- Memory Centre
- Blood Transfusion Centre
- Outpatient Surgery
- General and Gastrointestinal Surgery
- Orthopaedic Surgery
- Dermatology
- Ultrasound
- Endocrinology - Diabetes Care - Nutrition
- Epidemiology and Hospital Hygiene
- Functional Neurological Investigations
- Gynaecology
- Hepato-Gastroenterology
- Day Hospital
- Home Hospital and Nursing Care
- MRI • Biology Laboratory
- Maternity - Obstetrics
- Internal Medicine - Haematology - Oncology
- Nuclear Medicine

- Physical Medicine and Functional Rehabilitation
- Neurology
- Nephrology - Dialysis
- ENT Oral and Maxillofacial Surgery
- Ophthalmology
- Orthopaedics - Traumatology - Consultations
- Pathology
- Paediatrics - Neonatal Care
- Pelvic Centre
- PET Scan
- Pharmacy
- Respiratory Medicine
- Prostate Centre
- Psychiatry
- Radiology
- Interventional Radiology
- Radiotherapy
- Rheumatology
- Scanning
- Medical Specialities
- Palliative and Supportive Care
- Monaco Princess Grace Check-up Unit
- Short-Stay Hospitalisation Unit
- Paediatric and Adult Emergencies
- Urology - Lithotripsy
- Travellers - Infectious Diseases





A leading hospital close to you

Princess Grace Hospital (CHPG) is the only public hospital in the Principality of 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 hospital's doctors and staff put their skills to work in service of the population. Furthermore, they place great importance on the quality and safety of the care provided, as well as on clinical and diagnostic research, and on therapeutic education.

Princess Grace Hospital offers local services, while undertaking activities at the highest level. It has highly qualified staff and technical facilities with the best equipment (MRI, PET scans, radiotherapy, scanners, scintigraphy, etc.), enabling it to carry out most treatments. With a total capacity of 855 beds, the hospital is spread over three sites: Princess Grace Hospital itself and two retirement homes, Cap Fleuri and A Gietudine.

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

YOUR ADMISSION

Administrative formalities

Please contact the Admissions Office, which is open from 7.30 a.m. to 6 p.m., Monday to Friday, and from 8 a.m. to 4 p.m. on Saturdays, Sundays and public holidays.

If your admission is planned, you will need to show:

- An admissions sheet issued and signed by the doctor in charge of your stay and by you;
- Valid identification (identity card, passport, residence permit, driving licence, family record booklet [*livret de famille*] and/or birth certificate for children who do not have valid identification)
- Documents enabling the cost of your stay to be covered

If you are admitted urgently:

In an emergency, you will be settled in your room without any preliminary formalities. A member of your family will then need to go to the Admissions Office. Alternatively, the formalities can be completed at your bedside by a member of staff from the Admissions Office.

Hospital fees

Your medical care can either be provided on a non-private basis, as part of the regulated activity of the practitioners, or privately, by practitioners who are authorised to practise privately. In the latter case, patients must be informed of the fees that will be charged.

Regulated practice

Your care will be provided by a consultant (head of department) and his or her medical team. Your consultations, various examinations and medical procedures will be invoiced by the hospital according to rates 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

Your care may be provided by a practitioner acting in a private capacity if you wish. 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 rates set by the Prince's Government;
- Of the repayment conditions for your health insurance scheme and your supplementary 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.

Have you appointed a trusted person?

see page 16

If you would like any further information, please contact the Admissions Office, which is open from 7.30 a.m. to 6 p.m., Monday to Friday, and from 8 a.m. to 4 p.m. on Saturdays, Sundays and public holidays

+377 97 98 98 10
www.chpg.mc

PREPARING FOR YOUR STAY

Private room

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 bill. Contact your mutual insurance scheme to see if it might be covered by your insurance.

Premium room

Premium rooms offering high-quality services may be available for booking in the Orthopaedics and Maternity departments. *(Please contact us for rates)*

Cost 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 fee. If you choose this option, a private room will be provided, for which a charge will be payable, in addition to the accommodation fee. The package includes the following:

- provision of an extra 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 the room. Meals will be invoiced as a supplement.

Personal medication

If you are bringing your personal medication, for safety reasons (*Ministerial Decree No. 92-484, dated 7 August 1992*), 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 department staff, 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. If the doctor thinks it would be advisable for you to continue to take your personal medication, it will be prescribed for you by the unit doctor and administered by the nurses in the department.

Personal items

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

Valuables

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

Please note: mobile phone and laptops are not considered to be valuables.

Non-disclosure

see page 16

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.

Check your insurance cover

if you belong to a health insurance scheme in...



Monaco

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

Please show your registration card (consultations and hospital admissions).

Please note that under the Italy-Monaco Agreement, the costs of planned treatment are not covered for patients of Italian nationality who are resident in Italy.

• Outpatient consultations:

the cost of these consultations may be covered for patients of Italian nationality who are resident in Italy and work in Monaco if and only if they present, at their consultation, a TREATMENT AUTHORISATION document, stamped and sent to them by their local health unit (USL).

If you do not have insurance

On arrival, you will need to pay a deposit calculated on the basis of the expected length of your stay.



France

Please show your Vitale card or your certificate of entitlement (consultations and hospital admissions).

• Patients resident in and covered by the social security funds of the Alpes-Maritimes region:

the cost of planned treatment is covered by your health insurance fund provided that your payments are up to date.

• Patients resident and covered by social security funds outside the Alpes-Maritimes region:

under the Franco-Monegasque Agreement, the cost of planned treatment is not covered for patients insured by the French social security schemes who have a fiscal address outside the Alpes-Maritimes department and/or are covered by a French health insurance fund outside the Alpes-Maritimes.

• **Emergency cases** will be submitted for validation by the Medical Board of the liaison fund, which will decide whether or not to authorise your fund to pay the costs. If it is not authorised, you will be liable for the final amount.

• **Outpatient appointments** are covered by your health insurance fund provided that your payments are up to date.





Europe and countries which have signed the European Convention on Social Security

Since the Principality of Monaco is not a signatory to the European Convention on Social Security, your European Health Insurance Card as a European national can only be used to access financial coverage under certain strict conditions for clear and critical medical emergencies as defined by the bilateral joint commission.

Please 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

• Planned hospital admission:

Italian health insurance funds do not cover planned treatment.

• Emergency hospital admission:

a request for financial coverage will be submitted to your local health unit (USL) via the Social Services Compensation Fund (C.C.S.S.).



Private insurance

• Planned hospital admission:

when completing your admission paperwork, you must have a financial guarantee issued by your insurance company to cover the expected length of your stay. If you do not have this guarantee, you will need to pay a deposit calculated on the basis of the expected length of your stay.

• Emergency hospital admission:

you will need to pay a deposit calculated on the basis of the expected length of your stay. During your stay, we advise you to get in touch with your insurance company to obtain a guarantee of payment. The Admissions Office will be able to help you with this if needed. If you have obtained a guarantee of payment by the time you are discharged, your deposit will be returned to you when the bill is paid by your insurance company. If you do not have such a guarantee, you will be asked to pay the bill issued on the basis of the actual length of your stay, minus the deposit paid in advance.

Special cases

BIRTHS

If you are a member of a Monegasque insurance scheme: show your maternity booklet (*carnet maternité*).

ACCIDENTS AT WORK

• **Employees in Monaco:** show the accident at work declaration from your employer

• **Employees in France:** show a copy of the accident at work form from your employer and the original of the accident at work medical certificate issued by the doctor who treats you.

VETERANS AND WAR VICTIMS

Show your free healthcare booklet (*livret de soins gratuits*) and the form describing your disabilities.

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

Show 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.

If you require any further information

Please contact the Admissions Office, which is open from 7.30 a.m. to 6 p.m., Monday to Friday, and from 8 a.m. to 4 p.m. on Saturdays, Sundays and public holidays.

A member of the reception staff will be on hand in the reception area from 8 a.m. to 7 p.m., Monday to Friday, and from 9 a.m. to 7 p.m. on Saturdays, Sundays and public holidays.

(+377) 97 98 98 10
www.chpg.mc

YOUR STAY



Our multidisciplinary teams put their skills to use to balance your expectations and the demands of treatment, in a bid to make your stay pleasant and comfortable as possible.

The team looking after you

Throughout your stay, all the hospital staff will, while adhering to professional confidentiality, help to:

- offer you a personalised welcome and stay;
- deliver high-quality care;
- support you to make decisions about your health. Each health care provider wears a badge showing his or her name and position. In addition, their uniform colour indicates their role.

Patient care is under the responsibility of a **Head of Department** and a **Healthcare Executive** (photo 3), who coordinates the work of the healthcare team. 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** (photo 1), who works in close collaboration with the medical team and provides the care necessary for your health, in accordance with the professional code of conduct.
- **A Care Assistant** (photo 2), who works with and under the supervision of the nurse to provide hygiene and comfort care.
- **A Housekeeper** (photo 10), who coordinates and improves the quality of hotel services.
- **An Orderly** (photo 9a and 9b) who sorts out your meals and advises you on devising menus. The orderly is also responsible for looking after and cleaning the department and your room.
- **The Medical Secretary** (photo 7) helps with administrative and medical management of your records. The medical secretary manages all appointment scheduling. Depending on your needs, other 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**

Social services

A social worker can help you to handle administrative, work-related or family difficulties, and can also help to put in place the necessary services to ensure you are well looked after following your discharge (see page 14). If you would like to speak to a social worker, please ask a nurse, a doctor or the healthcare executive

**IDENTIFY
THE STAFF
WHO ARE LOOKING
AFTER YOU**

Nurse

1

Care Assistant

2

Healthcare Executive

3

Physiotherapist

4

Dietitian

5

Porter

6

Medical Secretary

7

X-ray technician

8

Orderly (2 different uniform options)

9a

Housekeeper (2 different uniform options)

9b

Housekeeper

10

YOUR COMFORT



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

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 housekeepers and orderlies is to ensure that you are comfortable and enjoy high-quality services during your stay.

A list of hotel services is available on your bedside table. The staff:

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

Your room

Your room is equipped with:

- an adjustable medical bed;
- a telephone, which will be activated when you arrive, giving you your own personal telephone number and allowing you to make outside calls directly;
- a centralised lighting control system on the bedside table;
- a television, which you may use free of charge (you must not disturb your neighbours when using this facility);
- Wi-Fi access using a code that is issued on your admission to the department;
- the opportunity to rent an iPad offering internet access and entertainment (from January 2022).

Your meals

At Princess Grace Hospital, we firmly believe that food forms part of your treatment and contributes to your recovery. Our catering department, which comprises a team of qualified professionals (chefs, dietitians) is at your service and ready to fully meet your culinary expectations.

Every day, you will have the opportunity to personalise your meals, putting together your own selection of food and drink from breakfast through to dinner.

Our **suggested menu** will recommend dishes from the numerous possible combinations available. Your order will be taken in your room by an orderly, who will also suggest the daily menu and offer advice.



All of our dishes are cooked on site in the hospital's central kitchen by our team of qualified chefs. Our dishes are developed in consultation with our dietitians.

Little "extras"

- 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.
- You may also be offered wine or champagne if your doctor agrees.

Special diets

If your medical treatment requires a special diet, you will, of course, be offered a specially adapted menu.

USEFUL INFORMATION

Visiting

Family and friends are welcome. However, to ensure a restful, calm environment 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 permitted. Visits can take place every day, in line with the instructions displayed at 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.

Post

You can receive and send post. Please ensure that you affix Monaco stamps to outgoing post. Consult the department's healthcare executive.

Vending machines

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

Visitor parking at Princess Grace Hospital

The first hour of parking is free. A discounted visitor parking ticket may be granted for visits to the hospital lasting a minimum of 3 hours. This is available for some departments only and in accordance with strict conditions. Only one ticket is issued per day per patient, or for the family of the accompanying person (under no circumstances will one ticket be issued to the patient and another to their accompanying person/family). Please contact the department team, who will advise you of the procedure to follow, if you are eligible.

Worship

The chaplain is on hand and can meet you in the chapel or in your room. Catholic mass services are broadcast on the television in your room (channel 800). Mass is celebrated in the chapel on the following days: Tuesdays at 4.30 p.m., Wednesdays (Adoration of the Most Holy Sacrament) from 2 p.m. to 3 p.m., Thursdays at 4.30 p.m., Fridays at 10.30 a.m. and Saturdays at 6 p.m. (early Sunday mass). Mass times may change. Any changes will be indicated at the entrance to the chapel. Contact the healthcare team, who will make the necessary arrangements. For the Orthodox faith, the Russian Orthodox Church in Monaco (St Elena's Parish) is at your disposal. Please ask the department's healthcare executive.

Shop

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

- 8 a.m. to 5.30 p.m., Monday to Friday
- 11 a.m. to 3 p.m. on weekends and public holidays

Library

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

Walks

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

Hairdressing salon

Hairdressing is available:

- in the hairdressing salon, situated at Mezzanine level in the Rainier III Centre and open at the following times:
Tuesdays and Wednesdays: 9.30 a.m. to 5 p.m.
Thursdays and Fridays: 1.30 p.m. to 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, please phone 955.85 or ask the care team.

YOUR DISCHARGE

The date of your discharge will be decided by your doctor, depending on your state of health, and is arranged with you and your friends and family.

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 you received treatment or care provided on a private basis by practitioners, you may be given or sent a bill for additional services by the practitioner(s) who treated you;
- Pay for services that are not included in the cost of your hospital stay (such as the telephone, additional hotel services and the fee for the person accompanying you);
- Obtain a medical status report stating the duration of your hospital stay.

Medical follow-up and discharge prescription

To ensure continuity of care, preparations for your discharge will be made during your stay in hospital. The doctor will give you the documents you need to ensure your continued care:

- Prescriptions for medication;
- Prescriptions for care if needed: nursing care, physiotherapy, speech therapy, etc.;
- Medical and surgical equipment, which can be rented or purchased;
- Medical appointments, etc.

In all cases, a report on your stay in hospital will be sent to your general practitioner as soon as possible.

Support

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

EMERGENCY MEDICAL FOLLOW-UP

If there is a change in your health condition or in the event of an emergency, contact the Accident and Emergency Department on +377 97 98 97 69.



Online payment

The hospital encourages you to settle your medical bills online, a secure service that is available 24 hours a day, seven days a week on our website

www.chpg.mc

DISCHARGE AGAINST MEDICAL ADVICE

If, despite the information provided by the doctor, including regarding the consequences of leaving the hospital early, you insist that you wish to be discharged, you will need to sign a declaration.

This relieves the hospital of any liability in relation to the consequences of your decision.



Please
ask the medical
and care teams
and social workers
for advice
during your stay
in hospital.

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.

Home hospital care, home nursing care and home hygiene care

Home hospital care provides ongoing, coordinated medical and paramedical care adapted to each patient's health requirements. The aim is to avoid hospital admission or shorten hospital stays where treatment at home is possible.

To benefit from this arrangement, a carer must be present on a permanent basis. Home hospital care 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 Security Funds.

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

Home hygiene care is a service run in cooperation with the Monaco Gerontology Coordination Centre, which undertakes a personalised evaluation of the needs of users who are resident in the Principality. A team of care assistants can intervene on medical prescription, to provide personal hygiene and comfort care.

Transfer to another healthcare facility

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

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



YOUR RIGHTS AND RESPONSIBILITIES

Respecting patients' rights is a priority for the Princess Grace Hospital.

Patients' rights are enshrined in Monegasque legislation, which has its own specific features. Act No. 1.454 on medical consent and information, published on 10/11/2017, sets out the concepts of consent and refusal of treatment, and also describes the procedures for patient access to information about their health (access to medical records).

Computerised data collection

As part of your administrative support and medical care and your case management, the Princess Grace Hospital collects personal data about you by computer. Pursuant to Act 1.353 of 4/12/08, you have the right to correct data concerning you by sending a letter to the Director of Princess Grace Hospital.

Transmission and use of computerised data

Data collected by Princess Grace Hospital as part of administrative matters relating to you and with regard to your medical care can be transmitted in anonymised form to external organisations and used for research purposes in the field of public health. 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 Princess Grace Hospital.

Non-disclosure

If you so wish, you can ask the Admissions Office or a healthcare executive not to disclose your presence in the hospital. Princess Grace Hospital will not give any indication of your presence to anyone, including your family and friends.

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;
- be considerate of other patients by keeping the volume of your radio or television down (audio headsets can be purchased from the housekeepers);
- avoid damaging the premises or equipment;
- do not smoke outside smoking areas;
- ensure that you are properly dressed when moving around the hospital;
- the hospital respects all religious faiths and all opinions, and guarantees neutrality to all as a 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.
- It is forbidden to film or take photographs within the hospital.



Trusted person

You can designate a trusted person when it comes to your care.

This person, in whom you place your trust, should be aware of your wishes and decisions regarding your health.

It could be a member of your family, a close friend or a doctor.

Further information
about this role...





EVALUATING YOUR STAY

Your feedback is invaluable to us. As such, you will be asked to complete a questionnaire to evaluate your stay. This will be given to you in the department during your hospital stay, or sent to the email address that you have provided to us. It is also available on our website

<https://www.chpg.mc/le-centre-hospitalier-qualite>

You can submit any complaints or comments by letter to the Director of Princess Grace Hospital. Following investigations with staff at the hospital, a letter of response will be sent to you. In the event of problems, you can request mediation. This will be entrusted to two mediators (medical and paramedical) appointed by the Commission for Mediation and Improvement of Patient Care (CMAPP).



Director CHPG
Avenue Pasteur
98000 MONACO

Access to your medical records

In the Principality of Monaco, Act No. 1.454 on medical consent and information sets out the arrangements for patient access to information about their health.

Any capable adult may request access to all information about their health held by the hospital by writing to the Director.

The patient may also appoint an intermediary, a doctor, their trusted person, their spouse or one of their parents/grandparents, one of their children/grandchildren, or a sibling to whom their information should be communicated.

The information will be sent within 15 days in cases where the treatment took place within the last 5 years, or within 2 months in other cases. A contribution to the cost of copying the information will be requested.

A form is available on the Princess Grace Hospital website which can be used to submit the request in the proper format.

QUALITY AND SAFETY OF CARE



Maximum grade: A

In July 2015, Princess Grace Hospital was awarded accreditation "without reservations or recommendations" and a maximum grade A by the French National Authority for Health (HAS).

Quality and risk management

At Princess Grace Hospital, ongoing improvement of the quality and safety of care is a key priority for us. We are committed to providing high-quality treatment that is relevant to the patient within a framework of appropriate care.

The Hospital Ethics Committee (CEH) at Princess Grace Hospital is a multidisciplinary, pluralist body made up of healthcare professionals and individuals selected for their skills and interest in ethical issues. The Committee offers opinions and issues recommendations which are advisory in nature. These opinions and recommendations relate to questions and queries either about a specific case or about a series of cases that represent a specific situation.

CHARTER FOR HOSPITALISED PATIENTS

1 The public hospital service is accessible to all and in particular to the most disadvantaged. It is adapted for people with disabilities and dependent elderly people.

2 Healthcare facilities guarantee the quality of the treatments offered and the medical and general care of the patient. They are attentive to pain relief.

3 Information given to patients must be clear, accessible, appropriate and reliable. Patients may be assisted by a trusted person of their choosing. In addition, where consent is required, the trusted person or legal representative receives the same information.

4 Depending on their capacity for judgement, the patient is involved in making decisions that affect them. No medical procedure or treatment may be given without the patient's free and informed consent, including, in certain conditions, where the patient is a minor or an adult subject to legal protection. The patient has the right to refuse a medical procedure or treatment, and this refusal must be respected, except in the case of exceptions provided for by law.

5 Specific consent is required from patients participating in biomedical research, for donating and using parts and products of the human body and for screening procedures.

6 Exercise of the rights and legal protection of a person: all people with disabilities must be protected, and this applies not only to their property but also to their person.

7 A hospitalised patient may leave the hospital at any time, excluding exceptions provided for under the law, after having been informed of the possible risks involved.

8 Maintaining autonomy and social and family links is encouraged.

9 The hospitalised person is treated with respect. His or her beliefs are respected. His or her privacy and tranquillity must be maintained.

10 Respect for the private life of every hospitalised patient is guaranteed, as is confidentiality of personal, medical or social information relating to the patient. It is forbidden to film, take photographs or make recordings within the establishment. However, certain exceptions may sometimes be made with the express permission of the hospital's management.

11 The patient has access to health information contained in his or her records, including medical information, directly or through the intermediary of an authorised third party (doctor, trusted person, friend or family member) chosen freely by the patient.

12 Hospitalised patients may express their observations their stay. A feedback questionnaire is given to patients when they are discharged; patients may also send a letter to the Director, and they have the right to request compensation for damages believed to have been incurred. The hospital has a Commission for Mediation and Improvement of Patient Care which is responsible for ensuring that patients' rights are respected and that they receive high-quality care.

13 The trusted person and family of the hospitalised patient are dealt with appropriately in terms of their reception and the information and support they are given.

NO-SMOKING HOSPITALS CHARTER

Princess Grace Hospital belongs to the No-Smoking Hospitals network. It is forbidden to smoke outside the authorised areas. During your stay, the healthcare team can offer you nicotine substitutes. A multidisciplinary smoking cessation consultation is also available. This involves a specialist doctor, a dietician and a psychologist.

PATIENT PORTAL

Ask the reception staff to set up your portal so that you can access your medical documents



My Patient Portal

Log into your portal to access all of your health information

I've lost or forgotten my password:

Log in

I don't have a user account



Make an appointment

Save time by making your appointment online



Pay a bill

Check and pay your bills online

Associations

La Croix-Rouge Monégasque (Monaco Red Cross)

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

27 Bd de Suisse - MC 98000 MONACO

President: H.S.H. Albert II

Tel: (+377) 97 98 99 00 – internal line 3391

www.croix-rouge.mc

Écoute Cancer Réconfort

(support for patients suffering from cancer)

1 av. des Castelans - MC 98000 MONACO

Wellbeing Space in Cap d'Ail (Fontvieille):

L'Atalante, Block B, Rdc

Tel: (+33) 6 80 86 04 33

www.ecoutecancerreconfort.org

GEMLUC

Groupe des

Entreprises Monégasques

dans la Lutte contre le Cancer,

(Monegasque Businesses Against Cancer)

15 Av. de Grande-Bretagne –

MC 98000 MONACO

Tel: (+377) 93 30 98 60

JATALV

Jusqu'au Terme Accompagner La Vie

(support for people with serious illnesses or at the end of their life, and their families)

6 rue des Açores –

MC 98000 MONACO

Tel: (+33) 6 68 526 520

www.jatalvmonaco.com

D'AMORE PSY

3 avenue Pasteur, les caroubiers

MC 98000 MONACO

Tel: (+377) 93 25 12 50

www.damorepsy.org





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