



WELCOME BOOKLET FOR HOSPITALISED PATIENTS



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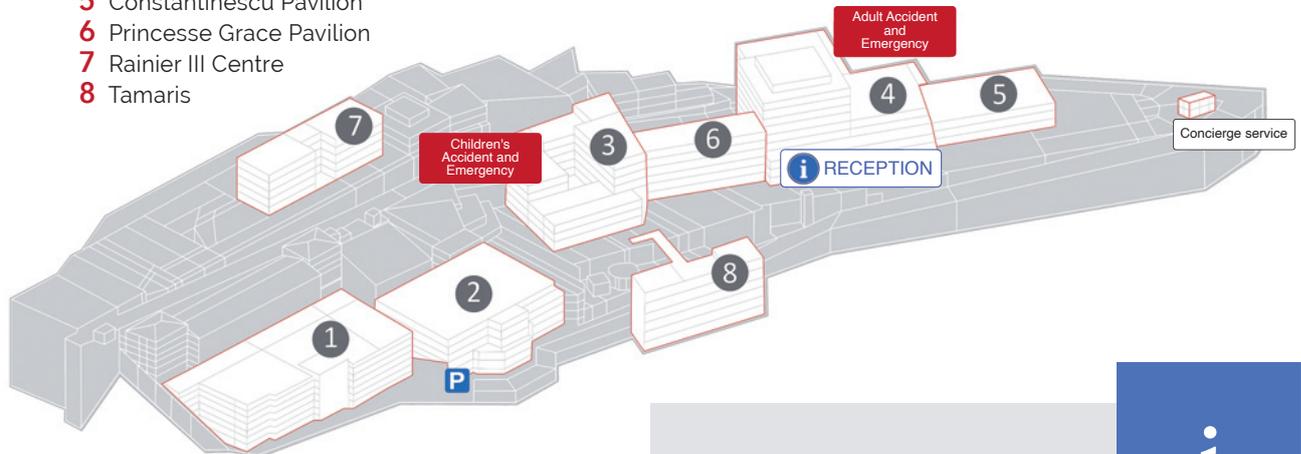
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- My Patient Portal
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ARRIVAL AT PRINCESS GRACE HOSPITAL (CHPG)



- 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 - whether that is a physical, sensory, mental, cognitive or psychiatric disability or a disabling health condition - please inform us in advance and identify yourself to the manager of the department to which you will be admitted.

Reception staff are on hand to assist you with getting around.

• Wheelchairs are available as you enter and exit the lifts from the car park to help you get around.



• 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.

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.



Photos/videos are prohibited

It is prohibited to record, film or take photographs of patients, visitors or staff **without their consent**.

CARE SERVICES

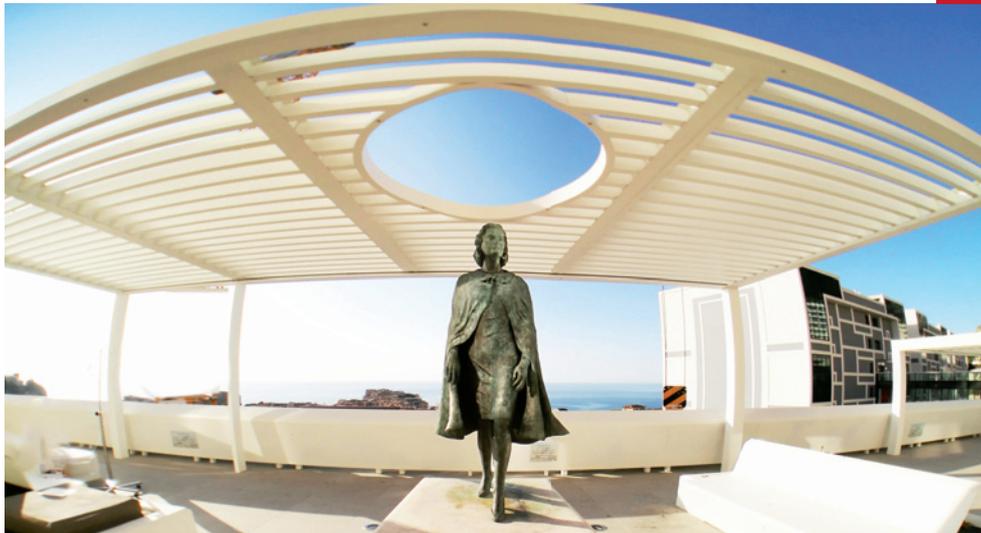


- Pain management
- Anaesthesia - Resuscitation
- Cardiology - Cardiology intensive care
- Monaco Screening Centre
- Rainier III Gerontology Centre Clinic
- Memory Centre
- Blood Transfusion Centre
- Outpatient surgery
- General and gastrointestinal surgery
- Orthopaedic surgery
- Dermatology
- Ultrasonography
- Endocrinology -
Diabetes management - Nutrition
- Epidemiology and hospital hygiene
- Functional neurological investigations
- Gynaecology
- Hepato-Gastroenterology
- Medical day hospital
- Haematology and oncology
day hospital
- Home hospital and nursing care
- MRI - SCAN
- Biology laboratory
- Maternity - Obstetrics
- Internal medicine - Haematology -
Oncology Anaesthesia - Resuscitation

- Nuclear medicine
- Physical medicine and
functional rehabilitation
- Neurology
- Nephrology - Dialysis
- ENT oral and maxillofacial surgery
- Ophthalmology
- Orthopaedics - Traumatology -
Consultations
- Pathology
- Paediatrics - Neonatology
- Pharmacy
- Respiratory medicine
- Psychiatry
- Conventional radiology
- Interventional radiology
- Radiotherapy
- Rheumatology
- Specialist medical services
- Palliative and supportive care
- Monaco Princess Grace
Checkup Unit
- Short-Stay Hospitalisation Unit
- Paediatric and adult emergencies
- Urology - Lithotripsy Travellers -
Infectious diseases

CARE PATHWAYS

- Allergy care
- Breast Centre
- Preventive cardiology
- Sexual Medicine Centre
- Bariatric surgery
- Chronic Pain Day
- Diabetes
- Endometriosis
- Frailties
- Heart failure
- Memory
- Onco-hormonal therapy
- Osteoporosis
- Pelvic Centre
- Prostate Centre
- Skin Tumour Centre
- Spine Centre
- Thyroid Centre



A leading hospital close to you

Princess Grace Hospital (CHPG) is the Principality of Monaco's public hospital. 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 Qietudine.

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

ORIENTATIONS STRATÉGIQUES QUALITÉ - SÉCURITÉ 2023 - 2026



Did you know?

You can also complete your pre-admission procedures online through your Patient Portal.



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 must present:

- An admissions form 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 personally chosen by you 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

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 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. 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.



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 bill. Contact your mutual insurance provider to check whether this is covered by your insurance.



PACKAGE FOR ACCOMPANYING PERSON: 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. 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 supplementary charge.

Premium rooms

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



Personal items

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



Valuables

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; please ask a member of the department's staff. Any item not removed within two years after you have left the hospital will be considered abandoned. However, if you wish to keep valuables with you, they remain under your supervision, 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 admission to hospital, 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).



France

Please show your Carte Vitale 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 approval 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

• **Scheduled admissions:** Italian health insurance funds do not cover planned treatment.

• **Emergency hospital admissions:** a request to cover costs will be submitted to your local health unit (USL) via the Social Services Compensation Fund (C.C.S.S.).

Private insurance

• **Scheduled admissions:** 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 admissions:** 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 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.



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.

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.

Special cases

Births

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

Accidents at work

- Employees in Monaco: please show the declaration of an accident at work issued by your employer
- Employees in France: please show a copy of the accident at work form issued by your employer and the original medical accident at work certificate issued by the doctor who treats you.

War veterans and victims of war

Please show your free treatment booklet and the form describing your disabilities.

If you require any further information

Please contact the Admissions Office, which is open from 7.30 am to 6 pm, Monday to Friday, and from 8 am to 4 pm 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 as 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;
- provide high-quality treatment;
- support you in decisions concerning your health. Each health care provider wears a badge showing their 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 health-care 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** who works with and under the supervision of the nurse to provide hygiene and comfort care.
- **A Housekeeper** (photo 10), who coordinates and enhances 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, etc.; photos 4 and 8)
- **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 talk to a social worker, please ask a nurse, healthcare executive or doctor.

**IDENTIFY
THE STAFF
LOOKING
AFTER YOU**

Nurse

1



Care Assistant

2



Healthcare Executive

3



Physiotherapist

4



Dietitian

5



Porter

6



Medical Secretary

7



Radiographer

8



Orderly (2 different uniforms)

9a



Housekeeper (2 different uniforms)

9b



Housekeeper

10



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 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.

To meet this aim, staff:

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

Your room

Your room is equipped with:

- 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 television, which you may use free of charge (use must not disturb your neighbours);
- Wi-Fi access using a code that is issued on your admission to the department;
- the option to rent an iPad, offering internet access and entertainment (a package of 150 channels and 5,000 films on demand - News - Music - Books)



Premium room

Premium room

Princess Grace Hospital offers superior comfort private rooms in the Maternity and Orthopaedic Surgery departments, offering a combination of technology and wellbeing services.

Premium rooms offer:

- an à la carte menu and fine china tableware
- a fruit basket
- a free guest meal
- hairdressing services on the day you are discharged

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

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.

Depending on the department that you are staying in, the staff may 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 particular diet, you will 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.

Visitor parking at Princess Grace Hospital

The first hour of parking is free. A discounted visitor parking ticket may be granted for visits to some departments only and in accordance with strict conditions. Only one ticket per patient per day will be issued. Please contact the departmental team, who will advise you of the procedure to follow, if you are eligible.

Post

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

Worship

If you have any questions relating to spiritual matters, please contact the healthcare team, who will make the necessary arrangements. The chaplain is on hand and can meet you in the chapel or in your room. The chapels at Princess Grace Hospital and the Rainier III Centre are open daily from morning to evening. Mass and service times are posted in front of the chapel located on the ground floor of the Maternity Unit, or you can ask a member of staff.

All Princess Grace Hospital chapel services are broadcast on the Local Chanel 800 in all patient rooms at Princess Grace Hospital and the Rainier III Centre.

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 and vending machines

There is a shop located in the main entrance hall which sells newspapers, drinks and fast food items.

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

Library

A mobile library, run by volunteers from Monaco Red Cross, visits each of the departments.

Hairdressing salon

Hairdressing is available

- **in the hairdressing salon**, situated at Mezzanine level in the Rainier III Centre (please ask staff for opening hours);
- **in the care unit**, if you are unable to go elsewhere. Payment for this service should be made directly to the hairdresser. For all enquiries, please phone 955.85 or ask the care team.

Walks

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

YOUR SORTIE

The date of your discharge will be determined 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:

- Obtain a medical status report stating the duration of your hospital stay;
- 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).

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.

With your agreement, a report on your stay in hospital will be sent to your general practitioner as soon as possible.

Did you know? You will also be sent a discharge letter via your Patient Portal.

Support

A number of additional community services can be made 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.

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.

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.



Online payment

The hospital encourages you to settle your medical bills via your Patient Portal or our website

www.chpg.mc



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 (HAD), Home nursing service (SSIAD) and Home hygiene care (TAD)

Home hospital care (HAD) provides ongoing, coordinated medical and paramedical care adapted to each patient's health needs. 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 service (SSIAD) provides hygiene and personal comfort services following hospitalisation for elderly people who have lost their autonomy, who are dependent on others or who are ill. A nurse from this unit can provide technical care if necessary.

Home hygiene care (TAD) 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.



YOUR RIGHTS AND RESPONSIBILITIES

Respecting patients' rights is a priority for 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). A committee made up of user representatives (CMAPP) ensures that your rights are protected at the hospital and helps to improve the quality of care.

Computerised data collection

As part of your administrative support and medical care and your case management, Princess Grace Hospital collects personal data in accordance with Act No. 1.565, dated 3 December 2024, on protecting personal data. You can exercise your rights to access, object, correct, delete or limit your personal data, and your rights to data portability, by contacting our data protection officer, via email at dpo@chpg.mc or via post to the Princess Grace Hospital's address. You also have the right to make a complaint to the Data Protection Authority (APDP).

In addition, please note that to ensure the safety of people and property, Princess Grace Hospital sites are covered by CCTV. Footage is kept for one month and may only be viewed by authorised staff and, where required, the relevant authorities. To enhance your safety, medical surveillance cameras, without recording capacity, are also installed. Only medical and healthcare staff are authorised to view the footage.

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.

Reminders and 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.



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...



It is prohibited to record, film or take photographs of patients, visitors or staff without their consent.



User feedback

You should feel free to ask any questions you may have and share your views with the team looking after you.

Trust those providing your care to answer your questions so that your experience is as positive as possible.



Access to your medical records

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

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.

Please use the request form available here...



If you still have questions, you have a variety of options:

SATISFACTION SURVEYS

Princess Grace Hospital wants to hear from you. You will be invited to complete online surveys in various ways: online via your healthcare area or via QR code, on paper or by telephone.

COMPLAINTS

If you have encountered any problems and you wish to make a complaint, you can do so by contacting the department manager and/or by writing to the hospital's Director.



CHPG
Mme le Directeur
Avenue Pasteur
98000 MONACO

You can submit any complaints or comments about your treatment by letter to the Director of Princess Grace Hospital.

QUALITY AND SAFETY OF CARE

Pain management

It is possible to feel less pain. You are the only one who can say how you are feeling and assess the severity of your pain. Please do not hesitate to seek help from the healthcare executive or the team: there are effective treatments available. Princess Grace Hospital has a Pain Management Committee (CLUD).

If you would like to find out more about the policy on improving the quality and safety of care, see...



CHARTER FOR HOSPITALISED PATIENTS

1 The public hospital service is accessible to all and in particular to the most disadvantaged. It is adapted to meet the needs of 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. Certain exceptions can, however, 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 network of no-smoking hospitals. Smoking is prohibited outside 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 dietitian 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

Do you need some support?

Princess Grace Hospital has forged a number of cooperative relationships with partner associations; volunteers play an active role in hospital life in patients' interests. The hospital helps to ensure they are fully integrated and promotes their activities carried out as part of its partnerships and cooperative relationships.

For example:

Monaco Red Cross

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

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See the full list
of our partner
associations...



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