



General Management

Welcome to the CHUV

Lausanne University
Hospital

Practical information
for adult patients
and their families





08

Bâtiment hospitalier principal

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The brochure "Welcome to the CHUV-Lausanne University Hospital" is also available in electronic format in French and English versions on the website www.chuv.ch, under *Patients et familles*.



MESSAGE FROM THE GENERAL DIRECTOR

Under the circumstances that make your hospitalisation necessary, I would like firstly to assure you of our support and to thank you for your trust in our services.

This brochure provides information which you will find useful during your stay. CHUV employees are of course on hand to answer any questions you may have. For us it is important to provide you with as much information as possible about the reasons for your hospitalisation.

On a par with our desire to put you at your ease, we endeavour to provide quality services in an environment that is as pleasant as possible. Your admission to a University hospital means that you will be treated by professionals, whose aim is also to train future generations of doctors and nurses and to develop research.

The knowledge and medico-technical resources placed at your disposal by the CHUV are part of a wider healthcare network that includes your GP, home care, treatment and rehabilitation centres (CTR) and health centres (EMS).

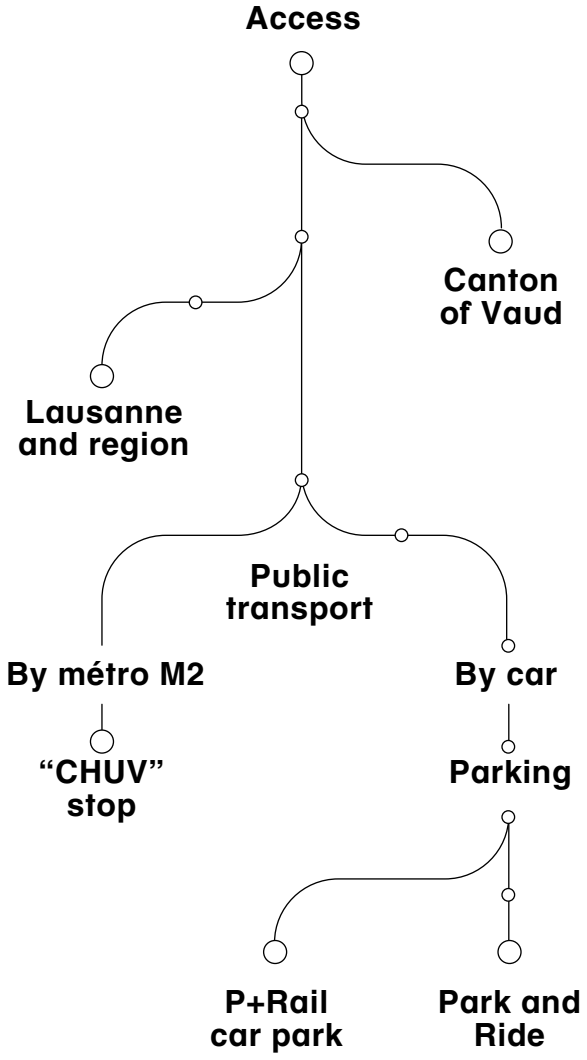
With our partners, we seek to offer you the best possible care to the very best of our ability. We count on your cooperation and hope that you and those close to you will be satisfied with our service.

Yours sincerely,
















Pierre-François Leyvraz
General Director

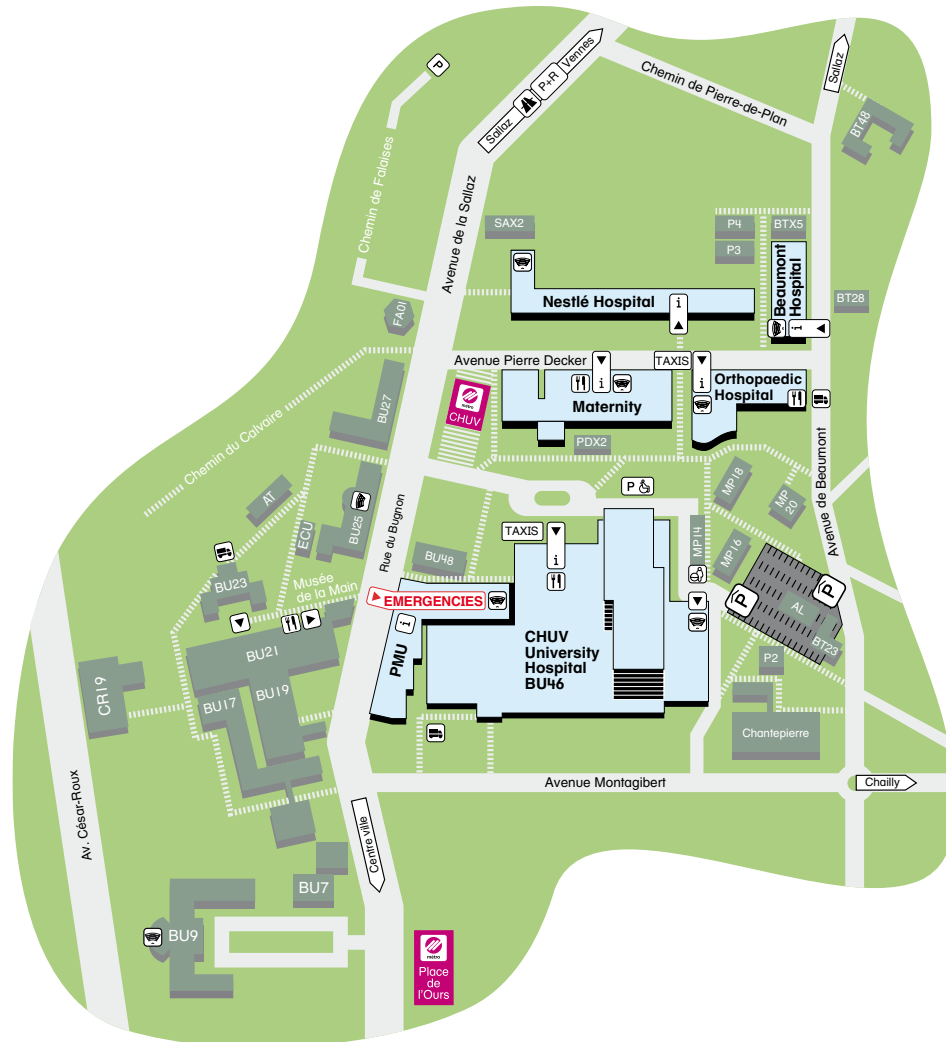
Map of the hospital campus



MAP OF THE HOSPITAL CAMPUS

The information in this brochure concerns only the Bugnon hospital campus, and only adult patients.

- | | | |
|---|---|---|
|  Main healthcare buildings |  Main access points/disabled |  Parking des hôpitaux car park |
|  Other buildings |  Reception/Information |  Disabled parking |
|  Main roads |  Lecture Halls |  Deliveries |
|  Pedestrian walkways |  Nursery |  M2 stations |
| | |  Cafeterias |



SPECIFIC INFORMATION

The welcome brochure specific to units in the Paediatric Medico-Surgical Department for children and adolescents may be requested from the address dmcp@chuv.ch. Brochures for the Department of Psychiatry, Centre (Lausanne and surrounding region) and North (Yverdon and Ste-Croix, Orbe and Vallée de Joux, Payerne) sectors are available on the website www.chuv.ch/psychiatrie, under *Accueil du patient*. The brochure specific to the University Centre for Geriatric Treatment and Rehabilitation (CUTR Sylvana) in Epalinges can be obtained from the website www.geriatricie-chuv.ch, under *Espace patients*.

MANY ESTABLISHMENTS IN LAUSANNE AND ITS REGION



MANY SITES IN THE CANTON OF VAUD



ACCESS BY PUBLIC TRANSPORT: MÉTRO M2, STATION “CHUV”

From Lausanne railway station or the Ouchy park and ride facility, take the métro to Croisettes or Sallaz. From the Vennes park and ride facility, take the métro to Ouchy. From the Valmont and Feuillère park and ride facilities, take the number 41 bus, alight at Sallaz, then take the métro M2 to Ouchy.

ACCESS BY CAR

From the motorway, take the exit “Lausanne-Vennes / Hôpitaux” and follow the road to Bern. The CHUV is signposted.

PARKING

Car parking in and around the Le Bugnon hospital campus is limited. The only parking available on the hospital campus is the Parking des hôpitaux SA car park.

The hospital campus also has a bike park, places reserved for handicapped persons and parking places for Mobility clients.

The Parking des hôpitaux SA car park is not managed by the CHUV. It is independent and belongs to the company PMS (Parking Management Services SA). Open 24 hours a day and 7 days a week, it offers 493 paying places.

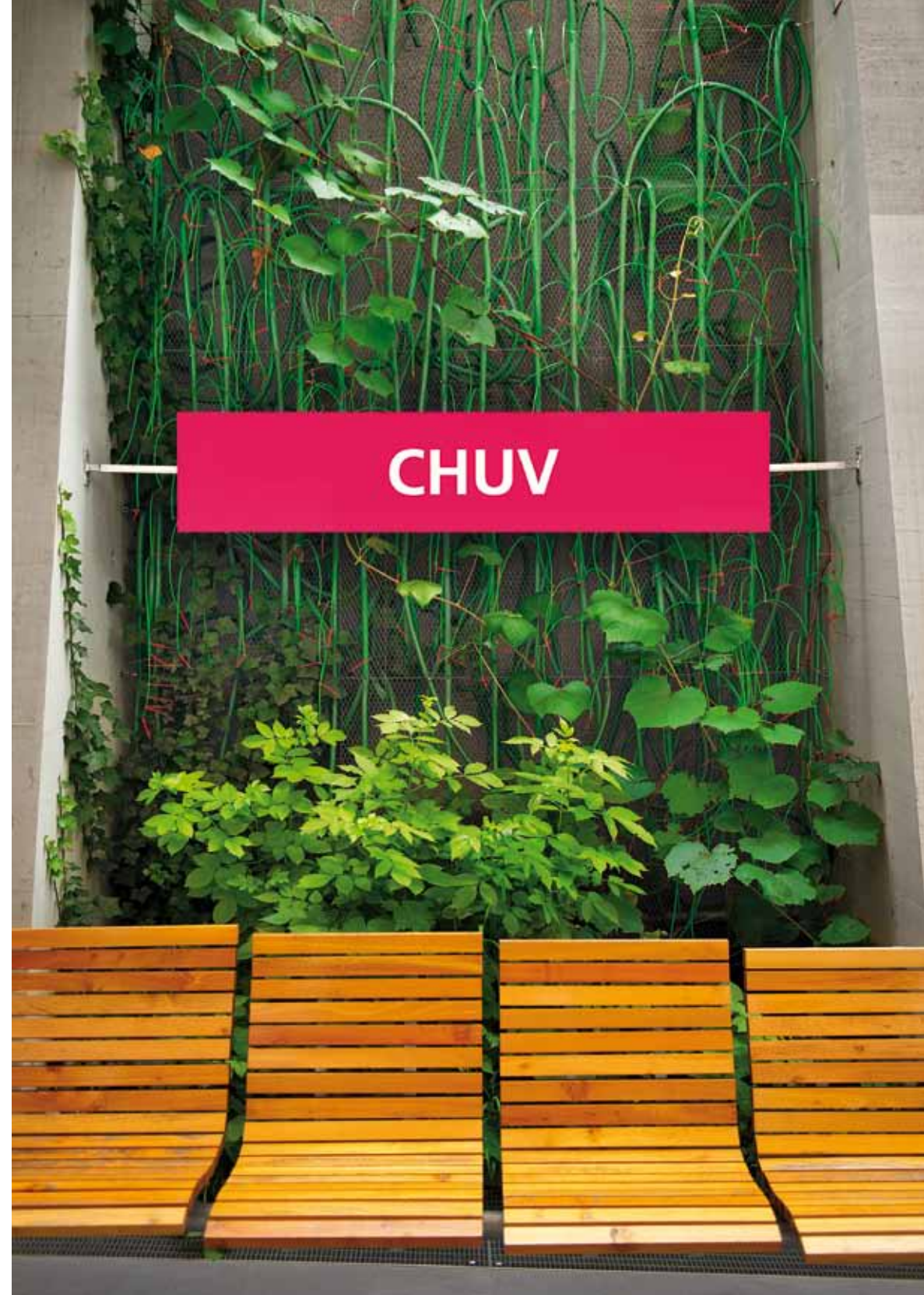
The General Management of the CHUV has decided to offer targeted financial support in respect of parking charges to assist patients with particular difficulties, under certain conditions. Please ask the nursing staff for more information.

PARK AND RIDE

Outside the hospital campus, you can leave your car at the park and ride facilities of Vennes, Ouchy, Valmont and Feuillère and get to the CHUV using the métro M2.

P+RAIL CAR PARK

You can park your car at a P+Rail facility at your nearest station and then make the journey by train. From Lausanne station, take métro M2 to Croisettes and alight at the “CHUV” station.





**Essential
administrative
documents**

Other documents

Preparing for your stay: what to bring with you?

Medicines

**Personal
effects**

**Recommendations concerning:
money, jewellery, valuables**

Before being admitted to one of the hospital's different departments, remember not to leave anything at home to ensure that your arrival at the CHUV goes as smoothly as possible.

ESSENTIAL ADMINISTRATIVE DOCUMENTS

At the time of admission to hospital, please present the following documents to register your arrival:

- the referral letter from your GP or hospital notification
- your insurance card
- a form of identification (passport, identity card, Swiss residency permit) or registry office document (family record book or certificate)
- registry office documents for childbirth
- if your hospitalisation is the result of a disability insurance (AI) decision, bring the decision by that organisation with you
- financial guarantees if your insurance coverage is insufficient or if you are not domiciled in Switzerland
- if you made a payment towards your future hospitalisation less than 10 days prior to admission, bring a receipt of this banking transaction

With your referral letter, you also received a questionnaire to be completed or corrected if necessary, as well as a document concerning the conditions of hospitalisation should you wish to benefit from complementary hospital services (choice of doctor, single or double room).

We urge you strongly to return this questionnaire and the document, duly signed, **before** the day of your hospitalisation. Admission formalities on the day you arrive will take less time if completed in advance.

OTHER DOCUMENTS

Remember to complete and bring with you the **medical admission questionnaire** sent by the relevant services before your hospitalisation. To ensure that you receive the best possible care, it is impor-

tant to answer the questions clearly and completely. If in doubt, do not hesitate to talk to your doctor before being admitted to hospital. Also remember the **CHUV admission questionnaire** which you received with your referral letter. We ask you to give precise answers to the administrative questions and to correct information about you where necessary.

Don't forget to bring with you any **medical documents** which may facilitate your treatment (for example a note consenting to surgery which you may have received from your doctor) or help us to avoid unnecessary tests (X-rays, results of recent laboratory tests, blood group card, diabetic record book or anticoagulant treatment, a prescription from your doctor if you need to follow a diet).

MEDICINES

It is important to bring medicines you take regularly, in their original packaging. You will be able to use them for the first 24 hours of your hospitalisation so as not to interrupt your treatment should they not be immediately available at the CHUV. Any unused medicines will be returned to you when you leave the hospital. The healthcare team at the hospital will provide you with the medicines required to treat your condition.

PERSONAL EFFECTS

Remember to bring with you necessary toiletries, a dressing gown, slippers, your glasses, hearing aids, something to do (reading material, games, etc.)

RECOMMENDATIONS CONCERNING: MONEY, JEWELLERY, VALUABLES

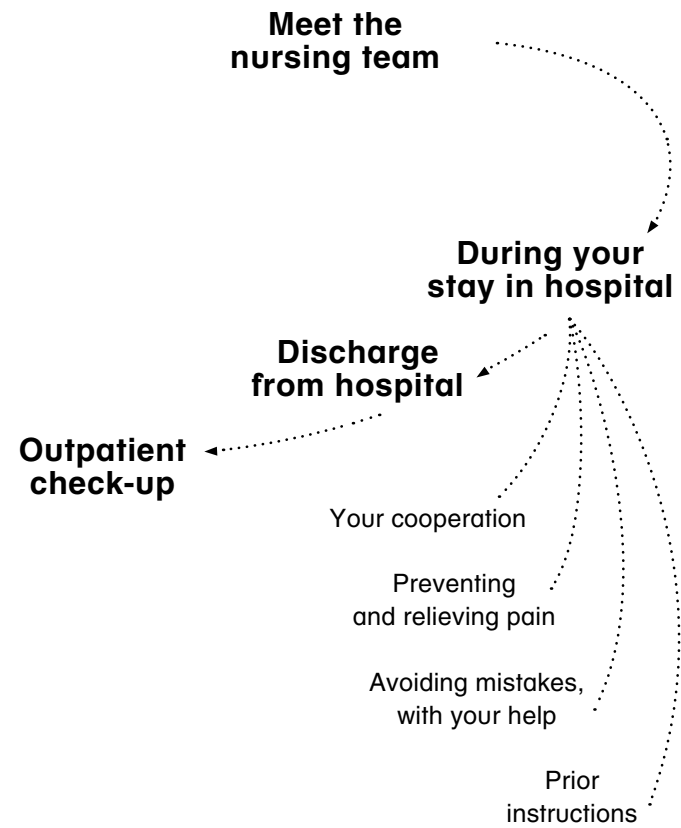
During your stay in hospital you are advised not to keep large sums of money or valuables on your person. You may deposit these items, in return for a receipt, with nursing staff in the department to which you are admitted. Unless items are officially deposited, the CHUV can accept no liability for loss or theft.

If you are transferred to another building during your stay in hospital, your belongings will follow you automatically.

Don't forget to follow any medical instructions you have been given, for example fasting prior to your arrival!



Key points of your stay in hospital



To prepare for your future hospitalisation, read on to discover more about the services placed at your disposal, from reception in the admissions department until your discharge from hospital.

MEET THE NURSING TEAM

If prior consultations are indicated, you will meet a doctor who will carry out a clinical examination and ask you questions about your medical condition. They will make a note of any tests you have already had and schedule others if necessary. They will explain to you how your treatment will unfold, its benefits, risks and foreseeable consequences.

On the day of your arrival at the hospital, you will be referred to the admissions department. Here you will quickly be given information that will allow you to get your bearings, store your personal belongings or use equipment made available to you. So that your treatment can be monitored at all times, an identification bracelet will be attached to your wrist.

Doctors and nurses from the department will meet you and check your state of health. To look after you well, we need to know you well, which is why professionals may ask you a lot of questions at this time. For you, it's also a chance to air your expectations and ask questions, and to provide information which may affect decisions regarding your health.

To look after you well, we need to know you well.

DURING YOUR STAY IN HOSPITAL

A relationship of mutual respect and courtesy helps to ensure the quality of your stay in hospital.

YOUR COOPERATION

Our efforts to look after you would certainly fail in the absence of a relationship of mutual trust underpinning the therapeutic relationship between hospital and patient. This relationship is dependent on a spirit of reciprocal dialogue and active participation of the patient. It is your job therefore to inform health professionals about your illness and any treatments you have received, and to follow the prescribed treatment once it has been accepted. Medical staff will inform you of the benefits and drawbacks (or risks) linked to proposed examinations and treatments. They will answer your questions and will ask you to confirm your agreement in writing prior to any invasive treatments.

PREVENTING AND RELIEVING PAIN

Are you in pain? Are you afraid of experiencing pain during an examination or after an operation?

Pain relief is one of our primary concerns. Because there can be no quality healthcare without due regard for the patient's comfort, and because pain becomes unnecessary once it has played its role of sounding the alarm we pay particular attention to matters of analgesia.

Like any other symptom that is unpleasant or causes suffering, pain must be treated. A wide range of treatments is at the disposal of competent professionals. All doctors and nurses at our hospital are responsible for relieving your pain. They will do everything possible to achieve this aim. However a number of stages, tests or adjustments are sometimes necessary to ensure you receive satisfactory relief. If your situation requires specialist care, the doctors and nurses will refer to our hospital's expert structures.



You are the expert in relation to your own symptoms.

Talking about your pain with professionals will help us to make the right therapeutic decisions, and only constant evaluation will allow treatment to be adjusted to meet individual requirements: you are the expert in relation to your own symptoms.

In addition to information available directly from the professionals responsible for your care, other measures can help relieve your symptoms.

A brochure entitled “**Vous avez mal? Agissons ensemble!**” is available free of charge from nurses in the department where you are being treated. In it you will discover the main causes of pain and the major categories of treatment, as well as valuable advice for communicating with professionals or taking action to reduce factors that exacerbate pain.

The CHUV Analgesia Centre is composed of anaesthetists, psychiatrists, psychologists and specialist nurses. Together, in situations where pain cannot be relieved by treatments normally dispensed, they are able to examine the best way of treating you. This team is available to outpatients and hospitalised patients, at the request of your GP or, if you are a patient at the CHUV, the doctor in the department where you are being treated.

By adopting this approach, you can help us to improve the way we manage pain at the hospital.

Photo: Faces Pain Scale

Other tools for assessing pain may be proposed to you according to the opinion of nursing staff.

AVOIDING MISTAKES, WITH YOUR HELP¹

Like you, we want your stay in hospital to go well. We will do everything we can to ensure that no mistakes are made during your treatment. Nevertheless mistakes can happen in hospital, as is the case wherever human beings work.

Whether you yourself are in hospital or you are accompanying a sick child or loved one, you can help to ensure that a stay at the CHUV goes smoothly.

The greater the communication between you and us, the more your safety in hospital is assured.

Do not hesitate therefore at any time to inform us of any allergies you may suffer from, your usual treatment, any doubts or concerns you may have, or the onset of new symptoms. Ask us for information you need about the treatments offered to you (examinations, medicines, interventions or operations, preparations prior to your discharge from hospital). In this way you will help us to reduce the risk of infection, confusion and mistakes.

Our aim is to understand fully the circumstances that require your hospitalisation.

¹ Source: Brochure "Eviter les erreurs – avec votre aide", Patient Safety Foundation

PRIOR INSTRUCTIONS

Depending on your situation and case history, you may need to question and express your values and preferences in connection with treatments.

You can do so orally or in writing by submitting prior instructions. In this way you can for example express a wish to have or forego certain treatments and/or surgical interventions, specify the attitude to be observed in the event of cardio-respiratory failure and resuscitation measures to be adopted, where relevant, and appoint a therapeutic representative or persons to whom medical information should be communicated. Preferred treatments mentioned in your prior instructions are followed provided they are medically indicated. In the absence of such instructions or if you are unable to give your opinion, the doctor will intervene in emergency situations in accordance with your presumed interest and his or her code of ethics.

Do not hesitate to ask as many questions as you like.

DISCHARGE FROM HOSPITAL

Arrangements for your discharge from hospital are set in motion as soon as you arrive and will be reassessed throughout your stay. To facilitate your return home, we make sure you receive the necessary assistance (transport, home meals, etc) and that your treatment is not interrupted (home care, medicines, etc). If your state of health prevents you from returning home, we will direct you to the most appropriate service for your needs.

OUTPATIENT CHECK-UP

A meeting as an outpatient with your doctor to check on how your health is progressing will also be proposed if necessary, by arrangement with your GP.



Your arrival at the CHUV

Reception

**Admission
formalities**

Discretion

Interpreters

Friends and family

**CHUV professionals:
how to recognise them?**

Accueil et
Renseig

RECEPTION

Hospital staff will be on hand to welcome you, and your relatives or friends, in a professional and courteous manner. They will take the time to listen to you, inform you and help you get your bearings, within the scope of their professional competencies, in a clear, precise and appropriate way.

ADMISSION FORMALITIES

You received a notification from the medical department to which you will be admitted. This indicates the building and floor that will be expecting you.

Most notifications ask you to go to Admissions **X** in the main hospital building. There you can ask as many questions as you like. If, since your last stay, you have changed your sickness insurance, your address or your name, please make this clear. After the registration formalities, you will be taken to your room.

DISCRETION

If you do not want your presence to be disclosed to a third party, inform our staff accordingly during the admission formalities. Information regarding your stay in hospital will remain confidential, which means that no information about your presence will be given to reception, the telephone switchboard, the Post Office or any other third party, including your family. As a result, you will not be able to receive flowers or mail.

INTERPRETERS

If you are deaf or hard of hearing or if you have difficulty making yourself understood in French, you can benefit from the assistance of an interpreter able to translate either sign or a foreign language. It is possible to request an interpreter within the hospital, in which case the service is provided by a member of staff, or an external specialist interpreter.

FRIENDS AND FAMILY

Friends and family are welcome to accompany you to the CHUV. During examinations they will be asked to stay in the waiting room, unless there are specific reasons for accompanying you. Do not hesitate to ask questions to the nursing staff.



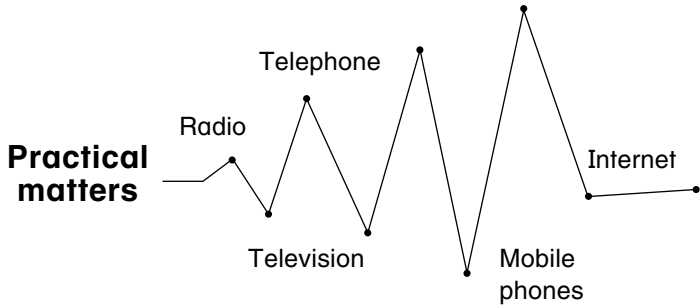
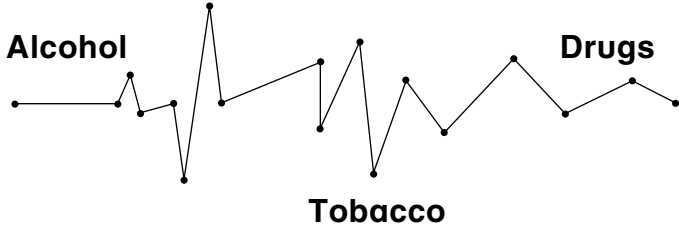
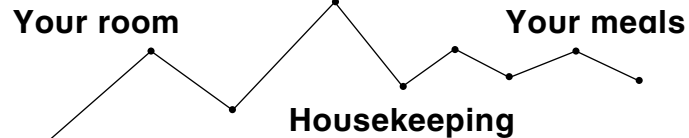
CHUV PROFESSIONALS: HOW TO RECOGNISE THEM?

During your stay in hospital you will meet a large number of hospital staff. All personnel wear an identification badge. On each badge, a coloured strip indicates the professional group to which the wearer belongs.

Red	Doctor
Blue	Registered nurse and midwife
Orange	Assistant nurse, community healthcare assistant, children's nurse
Yellow	Certified nursing auxiliary, hospital employee allocated to nursing care
Green	Physiotherapist, occupational therapist, medical radiology technician, dietician, laboratory assistant, pharmacist, operating theatre technician, biomedical analysis technician
Gey	Administrative personnel, chaplaincy, social services
Brown	Logistics staff: housekeeping, workshops, transport, kitchens, gardens
Mauve	Student, pupil, apprentice, trainee
Black	General management, departmental and executive staff
White	Volunteers and representatives



Your stay



YOUR ROOM

Your stay in a room with one or more beds depends on your insurance cover, your state of health and available space. If you have basic insurance, you will be accommodated in a room containing from two to five beds with the usual facilities of a hospital room.

Complementary private or semi-private insurance gives you the possibility of choosing a senior CHUV doctor. The CHUV makes every effort to provide private (room with one bed) or semi-private (room with two beds) hospitalisation. However, the availability of this type of room cannot be guaranteed.

HOUSEKEEPING

Your room is cleaned daily by hospital housekeeping staff. All linen needed for your stay is supplied and cleaned by the hospital: sheets, gowns and linen, with the exception of dressing gowns which can be supplied on request. However, cleaning of your personal clothing is not carried out by the hospital.

YOUR MEALS

As specialists in the field of healthy and enjoyable diets, the Catering Department and the Clinical Nutrition Unit do their utmost to ensure that mealtimes are a special event in your day.

CHUV employees called “dietary advisers” have been specially trained to help you compose your meals.

If you do not have special dietary needs, you can choose one of three menus for the midday meal: balanced, discovery, vegetarian, as well as a menu with specialities.

A light or à la carte menu is proposed for the evening meal.

If you are on a diet prescribed by your doctor, you cannot choose your menu but will receive dishes appropriate to your needs.

Do not hesitate to inform “dietary advisers” of food you do not eat so that the service can personalise your meals.

Your room is
cleaned daily
by hospital
housekeeping
staff.

ALCOHOL

Since the consumption of alcoholic drinks may interact with your treatment, we advise you to abstain from drinking alcohol during your stay in hospital or to ask the doctor’s approval. In some cases, alcohol is strictly forbidden for medical reasons and the risk of interaction with medicines.

TOBACCO

As in all other public establishments in the canton of Vaud, smoking is prohibited in CHUV buildings and premises (Law of 23 June 2009 on the prohibition of smoking in public places – LIFLP, RSV 800.02).

Patients who are smokers may request information and advice from nursing staff.

DRUGS

The consumption of illegal substances is prohibited at the CHUV. If this issue is of concern to you, talk to the doctor treating you.

PRACTICAL MATTERS

RADIO

Every bed is equipped with a radio. The radio also broadcasts CHUV programmes: information, concerts and religious services.

MOBILE PHONES

We draw your attention to the potentially serious risks linked to the use of your mobile phone less than a metre away from certain medical equipment or devices, which is liable to generate interference affecting correct operation.

TELEVISION - TELEPHONE

All relevant information can be found in the appendix to the brochure.

INTERNET

You can log on to the Internet directly from your room with a laptop computer or smart phone equipped with wireless Internet access (WiFi). This service is free of charge.

A request for access may be made at the time of admission or during your stay, to the Reception-Admissions office. You will be asked to show a form of identification.

Your visits



General visiting times



Play area for children



Accommodation for accompanying persons



Meals for accompanying persons

GENERAL VISITING TIMES

During a stay in hospital, the presence of family and visitors is very important as a source of comfort. For reasons you will readily understand, we must nevertheless specify visiting times: the planning of treatments and healthcare activities, as well as respect for periods of rest for the patient and his or her roommates, make this a necessity.

Visitors are welcome every day between 1pm and 8pm.

Within this general framework, some clinical departments may have different visiting times. This will be shown where relevant at the entrance to the department. Nursing staff are available to provide information on special visiting times.

We thank visitors in advance for showing consideration by attending in small groups of two or three people at most, to avoid disturbance to other patients sharing the room.

In some situations, whether at the request of the patient or if the treatment demands, visits may be restricted to named persons, or even suspended. Since treatment takes priority, it may be the case that the patient is unavailable for visits.

For visits outside the official times, visitors should take note that it is imperative to obtain permission from nursing staff.

PLAY AREA FOR CHILDREN

Visitors have the possibility of dropping off their children aged from 0 to 12 years at the play area "La récré", located next to the entrance to the Parking des hôpitaux car park (Tel. +41 (0)21 314 54 15). The play area for children is a free service and is open from Monday to Friday, 8am to 7pm.

ACCOMMODATION FOR ACCOMPANYING PERSONS

The CHUV has a small number of rooms which can be rented close to the hospital campus.

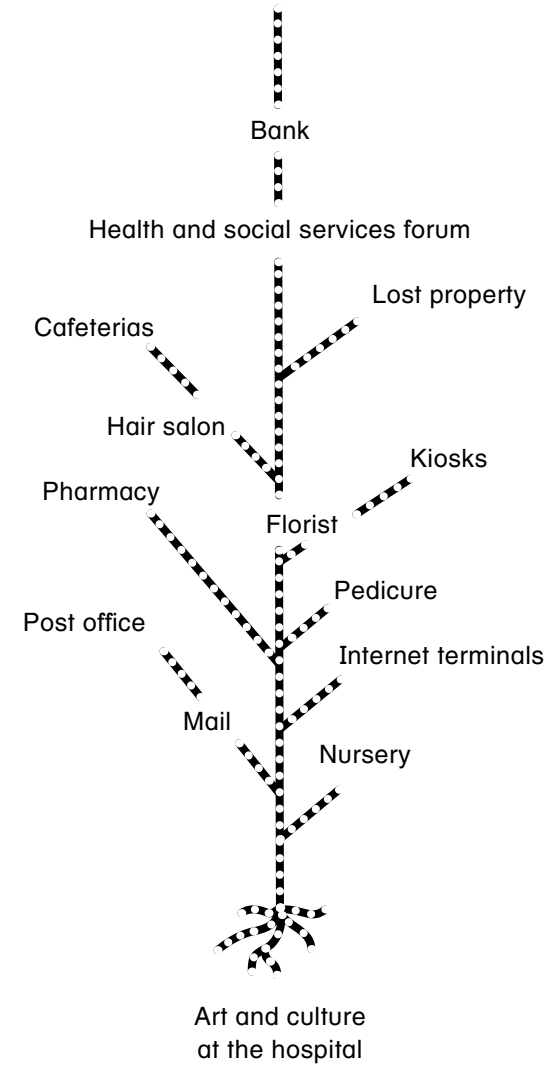
To obtain information, consult the short stay accommodation office.
Tel.: +41 (0)21 314 52 29
E-mail: prestations.hotelieres@chuv.ch

MEALS FOR ACCOMPANYING PERSONS

Visitors wishing to eat with a patient may order a meal from the room via the dietary adviser. Orders must be placed before 6:15am for breakfast, 10:15am for lunch, and 4:15pm for the evening meal. Meals for visitors are billed to the patient separately.



Shops and services



MAIL

You can receive mail if it is sent to you personally, **with an indication of the clinical department and your room number** to the following address:

CHUV
Rue du Bugnon 46
CH-1011 Lausanne

Mail is brought to you by nursing staff.

POST OFFICE

Located in the hall of the main building, this has a full counter service with the presence of a Postomat.

BANK

La Banque cantonale vaudoise (BCV) offers a banking advice service, BCVnet, a cash dispenser and assistance with opening an account and payment by e-banking. The agency does not operate a counter service however a banking adviser is present.

CAFETERIAS

Cafeterias offering drinks and snacks are open to patients, personnel and the public in the main halls of the hospital building, the Orthopaedic Hospital and the Maternity building.

KIOSKS

Two kiosks are available at the CHUV.

The kiosk in the main hall of the hospital building offers a wide range of newspapers, books, confectionary, lottery tickets, telephone cards and everyday products.

The kiosk in the entrance hall of the Maternity building offers wide range of products and serves as a cafeteria where snacks can be obtained.

In accordance with the policy of a smoke-free hospital, CHUV kiosks do not sell tobacco or matches.

PHARMACY

A public pharmacy is available at the Policlinique médicale universitaire (PMU), on the 5th floor – sector B.

HAIR SALON

A unisex hair salon is located in the main hall of the hospital building. In-room service is available at premium rates (chargeable service).

FLORIST

A flower shop is open in the hall of the main building every day of the year. The florist delivers to rooms and offers a home delivery service. Flowers are also on sale at the kiosk in the Maternity building. For reasons of hygiene, only cut flowers are permitted in patients' rooms.

PEDICURE

Please ask your nurse to make an appointment (chargeable service).

HEALTH AND SOCIAL SERVICES FORUM

Information brochures concerning different associations and foundations active in the field of health and social services are available to the public in display stands located in the main entrance of the hospital building.

INTERNET TERMINALS

Pay-as-you-go Internet terminals are available to patients and the public in the hall of the hospital building, behind the medical and social services forum.

NURSERY

A children's nursery **X** is available free of charge to visitors and patients arriving for consultations.

LOST PROPERTY

Management of lost property at the CHUV is organised centrally at the main reception desk in the hall of the hospital building.

In the appendices, you will find all details concerning the opening times of these local services as well as different offers (television, telephone, wireless internet) and other information.





ART AND CULTURE AT THE HOSPITAL

Naturally they have their place in an establishment that helps people get better, but does this also apply to people who are suffering?

At the CHUV, Art & Science exhibitions and events and Music & Medicine evenings open the hospital to the city's cultural life and bring art out of the museum and theatre and into the hospital's public spaces.

Why art and culture at the hospital?

The presence of art and culture is part of a general attitude towards patients that is respectful of the cultural and spiritual dimension.

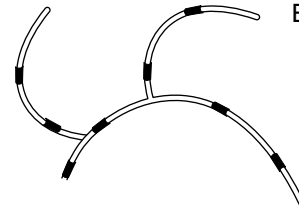
If art has a role to play in society, it is most welcome in a hospital, where we all live key moments of our lives. This approach creates a network of social interaction, both with the outside world and within the institution, and has the merit of encouraging socially committed art that interacts with our day-to-day lives. The hospital, after all, is a crossroads in our society, where all social circles converge, of all nationalities and all generations.

For 25 years, the CHUV has organised exhibitions in the main hall of the hospital building featuring renowned artists, museums and schools of art, creating collections that bring art into the realm of service provision.



Social services

Ecumenical chaplaincy



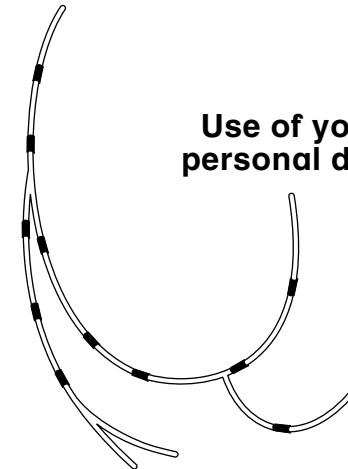
Volunteer team

Further assistance,
on request



Assistance and rights

Use of your
personal data



The rights
and duties
of patients

**The Clinical Ethics
Commission of the CHUV:
at the service of employees
and patients**

FURTHER ASSISTANCE, ON REQUEST

SOCIAL SERVICES

Social services are available to help you, with absolute discretion, to resolve administrative, insurance, financial, legal, family or social and emotional problems linked to your hospitalisation or outpatient care.

To make contact with social services:

- at the time of your admission to hospital, speak to someone at Reception who will put you in touch with a social assistant;
- during your hospitalisation, ask your doctor or nurse;
- at the Maternity, enquire directly at the information desk on level 3.

ECUMENICAL CHAPLAINCY

The Chaplaincy service is available to all patients to meet their spiritual and religious needs, in close collaboration with healthcare professionals.

During your hospitalisation, it is possible that chaplains will come to meet you, regardless of your beliefs or values. They will offer a sympathetic ear, help you to make sense of a situation, express your emotions or make a decision. Chaplains are very open in their approach and do not necessarily broach the subject of religion.

Should you wish, they can also offer you spiritual accompaniment, pray with you or celebrate a Church sacrament. They will be able to put you in touch with a member of your religious community, whether Christian or otherwise.

If you would like to meet one of the above, ask a member of the healthcare team, or call the secretary of the chaplaincy directly on +41 (0)21 314 50 35 or on the internal number 45035.

Bibles and other religious texts in different languages are also available.

Services and mass are celebrated every Sunday and on some feast days.

You can make your desire to attend known to healthcare staff who will point you in the right direction. The Ecumenical Chaplaincy is open 24 hours a day on the same level as the main entrance to the hospital building. Mass is celebrated there on Wednesdays and Fridays at 12.15pm, and ecumenical contemplation takes place from Monday to Friday at 8.30am.

More information can be obtained from the website www.chuv.ch/aumerie.

VOLUNTEER TEAM

The CHUV volunteer team brings a human touch to admission procedures and life in the hospital generally, both for patients and their families. Specially trained and supervised volunteers provide a friendly face, someone to talk to, or offer recreational activities such as reading.

Volunteers are present during the day in most CHUV departments according to a fixed weekly schedule known to nursing staff.

A specially trained team, the "Lucioles", provides accompaniment for patients or their loved ones in situations of crisis or bereavement. This team responds to requests only, during the day or night.

Chaplains will offer a sympathetic ear.



THE RIGHTS AND DUTIES OF PATIENTS

Different laws, including Vaud public health legislation, accord you specific rights as a patient in your relationship with healthcare professionals.

So that you can learn about these rights and their application, we have made available an information brochure prepared by the Department of Public Health of the Canton of Vaud which covers the following subjects:

- the right to information
- free and informed consent
- prior instructions and the therapeutic representative
- access to medical records
- compliance with professional confidentiality
- organ and tissue donation
- measures of constraint
- the right to be accompanied
- the right to free choice
- the right of appeal and a number of useful addresses

This brochure is available from "Admissions"  and also from the website www.chuv.ch, under *Patients et familles*.



If you have a problem or a question regarding your rights as a patient, contact the secretariat of the Legal Affairs Unit on +41 (0)21 314 18 15.

USE OF YOUR PERSONAL DATA

Strict rules guaranteeing confidentiality, in accordance with laws concerning personal protection, are applied when patients are admitted.

Information about you is consulted and shared by the different people involved in your treatment. You can choose to limit or refuse your consent to this sharing of information, bearing in mind that such limitations may have the result of adversely affecting your treatment due to the lack of availability of essential information. Unless otherwise specified by you and to ensure the continuity of your medical treatment after you have left hospital, information about your state of health and treatment you have received is in principle forwarded to your GP or to the establishment to which you are referred in the event of transfer.

THE CLINICAL ETHICS COMMISSION OF THE CHUV: AT THE SERVICE OF EMPLOYEES AND PATIENTS

In the hospital and general healthcare environment, complex situations involving conflicting values and multidisciplinary reflection are not uncommon.

The Department of Health and Social Services and the CHUV Management have set up a Clinical Ethics Commission to deal with such matters.

The CHUV Clinical Ethics Commission is made up of from 17 to 23 women and men from different backgrounds. Its members are doctors and nurses, but also social assistants, chaplains, legal experts, experts in ethical questions, sociologists and civic members from outside the hospital world. The Commission may refer to outside consultants, particularly a patient's GPs or a representative of his or her religious faith.



The Commission has a Committee made up of three of its members which can be convened quickly for urgent requests.

The Commission has the following attributes:

- it assists with decision-making in concrete clinical situations, particularly when the choices involved in admitting a patient involve a conflict of values;
- it lays down guidelines concerning general clinical situations that involve ethical issues, which may arise in the course of the hospital's medical practice;
- it may, in conjunction with existing organisations in this field, particularly the Research Ethics Committee of the Faculty of Biology and Medicine, take part in continuing education for medical and nursing staff in the field of clinical ethics;
- it may be consulted on hospital and public health questions.

The Commission may be convened by a patient at the CHUV (or their therapeutic representative, legal representative, friends or family, GP or patient association), or by a member of CHUV personnel, a member of the Commission, the General Management of the CHUV, cantonal health authorities, or the Faculty of Biology and Medicine.

The Clinical Ethics Commission expresses consultative opinions that do not take the place of decisions made by the doctors concerned: the latter only are ultimately responsible for the attitude to be adopted with regard to the patient.

Guidelines laid down by the Commission do not have the force of law, but are intended to serve as reference models for medical and nursing staff who find themselves in such situations.

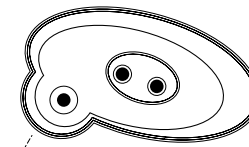
Save in cases of emergency, all requests to the Commission must be made in writing to its secretariat, at the following address:

Secrétaire de la Commission d'éthique clinique du CHUV
Direction médicale
Bugnon 21
1011 Lausanne

Tel.: +41 (0)21 314 60 85
Fax: +41 (0)21 314 18 18
E-mail: ethique@chuv.ch

Research and teaching

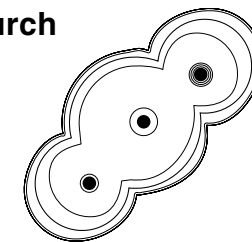
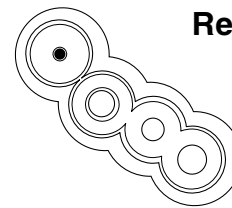
Foundation
for future healthcare
professionals



Contact
the Foundation

Make a
donation

Research



Teaching

In parallel with the healthcare provision referred to in this brochure, the CHUV fulfils the role of a university in the fields of research and teaching, in collaboration with the Faculty of Biology and Medicine of the University of Lausanne.

RESEARCH

Research follows specific legal and ethical rules. Such research activities require the informed consent of patients to whom they are proposed, save where they apply only to anonymous data and/or biological samples.

In the latter case and **in the absence of any objection on your part**, data and biological samples taken for the requirements of your treatment will be kept and may be used anonymously for medical research and with a view to improving treatments.

In other cases, for any research involving your active participation or using your data or biological samples in connection with your medical data, **your explicit consent** will remain necessary.

Whether or not you take part in these research activities is entirely up to you and you retain the right to lodge an objection or withdraw your consent at any time, with no effect on the attention and care that will be given to you.

To find out more about research activity or state your objection to the use of your samples and medical data for research, information is available at the hospital. The Legal Affairs Unit will gladly answer any questions you may have on the subject and can be contacted on the following number: +41 (0)21 314 18 15.



TEACHING

The CHUV, as a university training establishment with close links to the Faculty of Biology and Medicine of the University of Lausanne, welcomes students in all fields of the medical professions. Such individuals involved in your care are undergoing training. As a patient, you will be sure to meet them. They are supervised by competent professionals who ensure the quality of their work. Provided your state of health allows, you may be invited to lend your support to this training mission. You may refuse if this exposes you to serious inconvenience.

CHUV FOUNDATION FOR FUTURE HEALTHCARE PROFESSIONALS

Between now and 2020, the health sector will need to employ 25,000 more people and replace 60,000 employees reaching the age of retirement. Switzerland therefore has an urgent need to increase the number of health specialists.

It is indeed essential today to support initiatives that seek to ensure adequate provision in this sector, so that the professionals of tomorrow can continue to meet the future needs of the population.

To overcome the shortage in the canton of Vaud and at the CHUV in particular, the CHUV Foundation for Future Healthcare Professionals was created in 2010. Its aim is to promote these professions and enhance their appeal.

CONTACT THE FOUNDATION

The secretariat of the Foundation will be pleased to inform you about the actions it supports and answer your questions.

Secrétariat de la Fondation CHUV
pour la relève dans les métiers de la santé
Unité des affaires juridiques CHUV
Rue du Bugnon 21
1011 Lausanne
Tel. +41 (0)21 314 18 15
fondation.releve@chuv.ch

MAKE A DONATION

You can send your donation to the Foundation's bank account or contact the Secretariat to discuss other ways in which you can help.

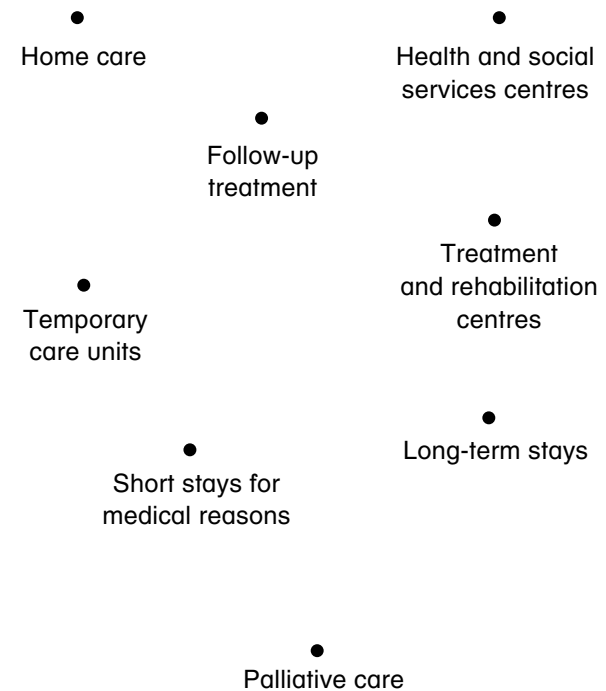
Foundation bank account
Banque cantonale vaudoise (BCV), 1000 Lausanne
IBAN: CH1400767000T52536001

If a donor does not wish their name to be associated with the gift, the donation can be identified by the name and number of the fund, without reference to the donor.

A donation certificate is remitted to donors to be offset against tax where relevant.

The Foundation thanks you for your support and will be happy to provide you with any information you require.

Your departure: what happens after your hospitalisation?



HOME CARE

Provision for home care is organised **before your departure** from the hospital by liaison nurses. They can also inform you about the cost of services provided by health centres (CMS), which depends on your financial situation and your sickness insurance. Sometimes there is an unavoidable delay between the time you return home and the first intervention by the CMS.

Home care is organised by health centres (CMS) located in towns and in the suburbs of large cities, which offer their services throughout the canton.

The help provided covers a wide range of services, including:

- hygiene and comfort
- nursing care (adults and children)
- family and home help
- delivery of meals to the home
- a social service (psychosocial support, help and advice with administrative and financial matters)
- occupational therapy (re-education in daily activities and organisation of auxiliary help you may need)
- prevention and advice

FOLLOW-UP TREATMENT

If your state of health is good and those around you can provide assistance, you will be able to return home and your GP will take over from the hospital team.

However it is sometimes the case that follow-up treatment is required. Your doctor and liaison nurses will help you choose the best solution for your particular situation.

CHUV social services can also be consulted. Social assistants will inform you about the cost of any follow-up treatment you require.

The cost is only covered by insurance under certain conditions and in a variable proportion. Each case must be considered separately. It is sometimes the case that patient demand for a place in a health and social services centre (EMS) or a treatment and rehabilitation centre (CTR) exceeds the number of available beds. Your choice of establishment may be reduced accordingly. However liaison nurses will provide suitable guidance according to available places in healthcare establishments.

TREATMENT AND REHABILITATION CENTRES

Treatment and rehabilitation centres (CTR or CUTR) can look after you if acute healthcare provision is no longer required but your state of health requires treatment in a hospital setting.

The purpose of a stay in a CTR is to acquire sufficient independence to return home, i.e.:

- continuation of medical and paramedical treatments
- post-operative re-education (motor/neurone or other)
- guidance with treatments that will enable you to be as independent as possible

There are around twenty CTR establishments in the canton of Vaud, including Sylvana, Lavaux Hospital, Mottex, Orbe Hospital, Chamblon, Miremont, Aubone-Gilly, Château d'Œx, etc.

Some centres have specific roles. For example, La Lignière and Valmont-Genolier specialise in re-education after heart surgery, while Lavigny, Valmont-Genolier and Nestlé CTRs specialise in neurology, and the Rolle CTR specialises in respiratory problems.

HEALTH AND SOCIAL SERVICES CENTRES

Health and social services centres (EMS) offer day care with outpatient treatments (temporary care units). You can also stay in these establishments for short periods of time, for observation, or be referred on a long-term basis.

TEMPORARY CARE UNITS

If you want to continue living at home but need help and care, some EMS centres can look after you in a temporary care unit (UAT). You can go to one of these for the morning, for lunch or an evening meal, or to spend the afternoon or stay overnight. You can also combine these options.

While under the supervision of a temporary care unit, you can:

- receive basic healthcare which you are unable to receive at home
- enjoy meals with others
- take part in social and recreational activities



SHORT STAYS FOR MEDICAL REASONS

Once your state of health has stabilised but a return home is unfortunately not possible for various reasons (you may need to build up your strength, those close to you may not be in a position to help you), you can go to an EMS for a short stay. Not all EMS centres offer this possibility and therefore the choice of establishment depends mainly on the number of available places.

The aims of a short stay at an EMS are:

- supervision of your state of health
- maintenance or enhancement of your independence in the activities you carry out daily
- organisation of your return home

These stays are limited to 30 days in the year and must end with a return home.

LONG-TERM STAYS

There are different types of EMS which have different missions. The choice of EMS therefore depends above all on your needs. In view of the occupancy rate of these establishments, it is not always possible to grant your first choice, however the possibility exists of a transfer from one EMS to another. Sometimes patients can wait in a suitable establishment, such as the GEHC unit (located in the Sylvana CUTR) or the SPAH (Preparation facility for a stay in an EMS pending availability), or an EMS, on a temporary basis.

The aims of EMS centres are:

- to ensure the wellbeing of every resident by meeting all their requirements and respecting their individuality
- to ensure an environment and services adapted to each individual in close collaboration with family and friends
- to ensure a pleasant home setting

For more details, the brochure “Préparons votre sortie de l’hôpital” is available on request from the liaison nurse.

Different types of EMS for different missions.

PALLIATIVE CARE

The aim of palliative care is to relieve suffering and symptoms, and to provide the best possible comfort and quality of life to patients and their close relatives suffering from an advanced progressive illness limiting life expectancy.

The CHUV Palliative Care Bed Unit (Beaumont Hospital) offers specialist acute care which seeks to stabilise complex situations and symptomatological, psycho-social or spiritual crises with a view to a return home or transfer to another facility.

The mobile intra-hospital team of the Palliative Care Service intervenes at the request of the hospital team and in partnership with it to provide an opinion, support in accompaniment or space for reflection, regardless of the hospital service caring for the patient. Such consultations within departments may take place on a one-off or regular basis.

The extra-hospital mobile palliative care team ARCOS offers the possibility of supervision outside the CHUV, particularly at home, in partnership with GPs and health centres.

The interdisciplinary team of the palliative care service combines the following professions: nursing auxiliary, social worker, chaplain, volunteer, nurse, liaison nurse, doctor, physiotherapist and psychologist.

Don't hesitate to obtain further information from the healthcare team looking after you.

YOUR DISCHARGE

Before leaving the hospital, don't forget...

- to say goodbye to the medical and nursing staff (who may have information and documents to give you);
- to collect objects or valuables deposited in the department or at the main desk
- to inform the TV licensee

You will also have the chance to complete the questionnaire “Que pensez-vous du CHUV?” Your comments and suggestions will be useful in helping us to improve the services we provide.



Emergencies

144

Vital emergencies for adults and children

Emergencies 24 hours a day

0848 133 133

Medical emergencies for adults and children

(Canton of Vaud duty doctor switchboard)

DUTY DOCTOR

Permanence PMU-FLON
Bâtiment Les Mercier A,
Voie du Chariot 4
1003 Lausanne
Emergencies 7 days a week
Monday-Saturday
from 7am to 9pm
Sunday and bank holidays,
from 10am to 9pm

CONSULTATIONS Adult emergencies

Service des urgences-CHUV
and Policlinique médicale
universitaire
Rue du Bugnon 44
1011 Lausanne

Emergencies Childbirth

Tel. +41 (0)21 314 35 05
Maternity / CHUV
Av. Pierre-Decker
1011 Lausanne

Psychiatric emergencies

Tel. 0848 133 133
(Canton of Vaud duty
doctor switchboard)

Gynaecological emergencies

Tel. +41 (0)21 314 34 10
Maternité / CHUV
Av. Pierre-Decker
1011 Lausanne

Children's emergencies

Hôpital de l'enfance
de Lausanne
Rue de Montétan 16
1000 Lausanne 7

