

HAS A MEMBER OF YOUR FAMILY OR A CLOSE RELATIVE BEEN ADMITTED TO THE CHUV? IN SUCH SITUATION, THE PRESENCE OF VISITORS IS VERY IMPORTANT AS A SOURCE OF COMFORT. BELOW YOU WILL FIND SOME PRACTICAL INFORMATION TO FACILITATE YOUR VISIT AND YOUR ARRIVAL AT THE HOSPITAL.

The welcome brochure specific to units in the Paediatric Medico-Surgical Department for children and adolescents may be requested from the address dmp@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.geriatrie-chuv.ch, under *Espace patients*.

I HAVE AN ACQUAINTANCE/CLOSE RELATIVE WHO HAS BEEN ADMITTED TO THE CHUV. CAN YOU FORWARD MY EMAIL TO THEM?

You can send an email to admissions du CHUV, at the address gap.admissions@chuv.ch. It will then be passed on to the patient.

If you wish to send them a letter, see the section entitled "Shops and services", heading "Mail".

CAN I GET NEWS ABOUT AN ACQUAINTANCE/CLOSE RELATIVE HOSPITALISED AT THE CHUV?

To ensure the protection of personal privacy, friends are invited to make contact directly with the patient, for example by phone or through their family.

Requests from close relatives are dealt with by the department in which the patient is being cared for, if he or she is unable to respond directly.

The CHUV is not authorised to give out information on patients by email.

WHAT SERVICES ARE AVAILABLE TO ACCOMPANYING PERSONS?

You are welcome to accompany your close relative to the CHUV. During examinations, you will be asked to remain in the waiting room, unless there are special reasons. Don't hesitate to ask questions to the nursing staff.

PLAY AREA FOR YOUR CHILDREN

You can drop off your children aged 0 to 12 at the "La récré" play area, 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, subject to available places, and is open from Monday to Friday, 8:00am to 7:00pm.

ACCOMMODATION

The CHUV has a small number of rooms which can be rented close to the hospital campus. To find out more, consult the short stay accommodation office.

Tel.: +41 (0)21 314 52 29

E-mail: prestations.hotelieres@chuv.ch

MEALS

If you wish to eat with a patient you 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. They are subsequently billed to the patient.

MAIL

You may send your mail to the patient by name, **indicating the clinical service and room number**, at the following address:

CHUV
Rue du Bugnon 46
CH-1011 Lausanne

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.

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.

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.

General Management

Practical information for families and close relatives



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

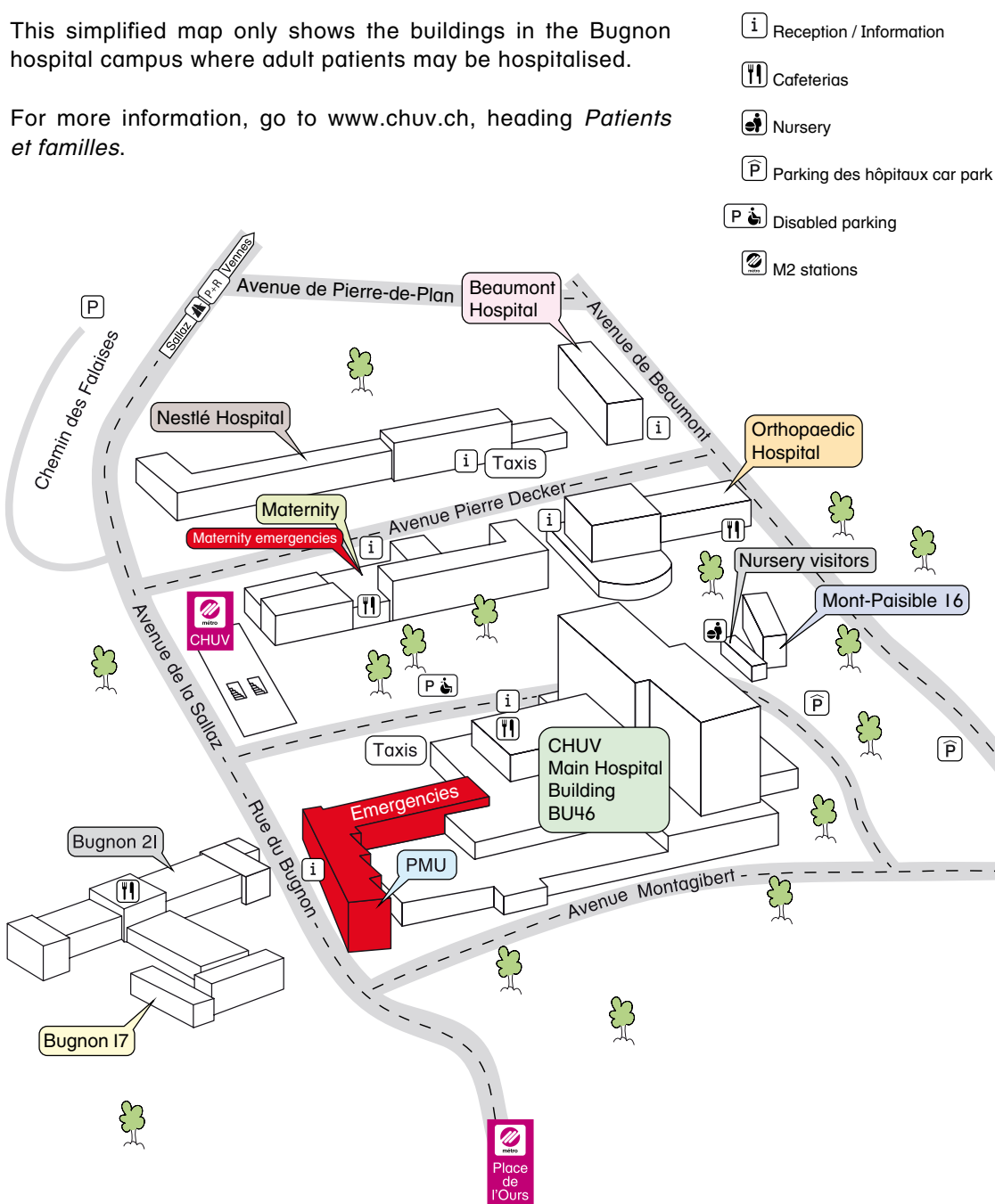
Children's emergencies

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

MAP OF THE BUGNON HOSPITAL CAMPUS

This simplified map only shows the buildings in the Bugnon hospital campus where adult patients may be hospitalised.

For more information, go to www.chuv.ch, heading *Patients et familles*.



WHERE TO FIND YOUR MEETING PLACE?

PMU UNIVERSITY MEDICAL POLICLINIC

- Alcoholology
- Angiology (Outpatient)
- Cardiology (Outpatient)
- Diabetology (Outpatient)
- Dietetics
- Emergency
- Endocrinology (Outpatient)
- Forensic Medicine (Violence Medicine Unit)
- Gastroenterology (Outpatient)
- General Medical Consultation
- Geriatrics (Outpatient)
- Haematology (Outpatient)
- HIV/AIDS Anonymous Consultation
- Immunology and Allergy (Outpatient)
- Liaison Psychiatry
- Lipids
- Medical Expertise Centre
- Obesity (Outpatient)
- Outpatient General Care Centre
- Pharmacy
- Pneumology (Outpatient)
- Podiatry
- Primary Nurse Healthcare Centre
- Professional Drivers Consultation
- Stomatology and Dental Medicine
- Tabacology and Smoking Cessation Management
- Vaccination and Travel Medicine Centre

MAIN HOSPITAL BUILDING

- Adult Intensive Care Medicine
- Anaesthesiology
- Angiology
- Burns Centre
- Cardiac MRI Centre
- Cardiology
- Cardiovascular Surgery
- Emergency (and its Observation Unit)
- Endocrinology, Diabetology and Metabolism
- Endoscopy Centre
- ENT (Ear, Nose and Throat)
- Gamma Knife Centre
- Gastroenterology
- Immunology and Allergy
- Infectious Diseases
- Internal Medicine
- Multidisciplinary Oncology Centre (CePO)
- Nephrology (Acute dialysis)
- Neurology
- Neurosurgery
- Nuclear Medicine
- Organ Transplant Centre
- Orthopaedics and Traumatology
- Outpatient Surgery Centre
- Pediatrics
- Pediatric Surgery
- Plastic and Reconstructive Surgery
- Pneumology
- Radiodiagnostic and Interventional Radiology
- Radiooncology
- Septic Surgery Centre
- Surgical Pre-Operative Centre
- Sleep Investigation and Research Centre (CIRS)
- Thoracic and Vascular Surgery
- Urology
- Visceral Surgery

MONT-PAISIBLE 16

- Memory Centre (from December 2012)

BUGNON 17 BUILDINGS

- Nephrology (Chronic dialysis)

NESTLÉ HOSPITAL

- Ergotherapy
- Geriatrics
- Neuropsychology and Neurorehabilitation
- Palliative Care (Outpatient)
- Physiotherapy

ORTHOPAEDIC HOSPITAL

- Bone Disease Centre (and its Osteoporosis Consultation)
- Ergotherapy
- Orthopaedics and Traumatology
- Physiotherapy
- Rheumatology, Physical Medicine and Rehabilitation
- Sports Medicine Centre (and its Mountain Medicine Unit)

BEAUMONT HOSPITAL

- Dermatology
- Immunology and Allergy
- Infectious Diseases
- Palliative Care

MATERNITY

- Breast Centre
- Gynaecology
- Medical Genetics (at the Clinique infantile)
- Neonatology
- Obstetrics

HOW TO GET TO THE CHUV?

BY PUBLIC TRANSPORT: MÉTRO M2, "CHUV" STATION

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.

BY CAR

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

WHERE TO PARK AT THE CHUV?

Car parking in and around the 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. Open 24 hours a day, 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.

WHAT ARE THE VISITING TIMES?

Visitors are welcome every day between 1:00pm and 8:00pm.

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

We thank you in advance for showing consideration by attending in small groups of two or three people at most, to avoid disturbing 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, please note that it is imperative to obtain permission from nursing staff.