



Welcome

TO THE MONACO CARDIO-THORACIC CENTRE

WELCOME BOOKLET



CENTRE
CARDIO
THORACIQUE
DE MONACO

The Monaco Thoracic Centre has put in place strict protocols to respect the necessary health rules so that everyone is able to protect themselves and others..

PATIENT RECEPTION

For all patients

On arrival at the clinic, they are screened and their temperature is taken.

Hospitalised patients only

The day before their admission, they are contacted by a nurse for a questionnaire prior to their visit.

RESTRICTIONS FOR VISITORS

Visits are not allowed.

For visitors accompanying patients in consultation, only one person is authorized -when considered necessary (especially for consultations for minors).

Exception for hospitalised children: The accompanying parent is allowed to stay with his/her child, after having submitted a negative PCR test.

STAY

The restaurant is reserved for staff members.

For information, all employees of the Cardio-Thoracic Centre are subjected to a daily temperature check.



FACE MASK IS REQUIRED.

**The virus is still spreading.
Together, let's continue to follow the
preventative measures.**

Welcome to the Monaco Cardio-Thoracic Centre

You have just been admitted to the Monaco Cardio-Thoracic Centre. Our health care facility welcomes you with the constant objective of guaranteeing the best possible care during your stay thanks to the competence of our medical and surgical teams, an innovative technical platform and the availability of our staff. Particularly attentive to meeting your expectations, our teams are constantly adapting their care to each individualized needs in order to offer a comforting, warm and caring individualized environment. We stay at your disposal to make your stay pleasant and we assure you of our full commitment.

Guy NERVO
Delegate Chairman

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This brochure expresses our desire to guide
you during your hospitalisation and in your
administrative procedures so that your stay
takes place in the best conditions.

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Monaco
Cardio-Thoracic
Centre





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Admission

YOUR ARRIVAL: ADMINISTRATIVE FORMALITIES

.....

Admission procedures allow us to identify you, to ensure the safety of your medical monitoring and the financial coverage of your medical treatment by the social agencies*.

.....



Who takes care of the formalities and when?

Yourself or one of your relatives, as soon as possible when you arrive at the Cardio- Thoracic Centre or in view of a future stay.

Any minor or person under guardianship must be accompanied by the person having parental authority or its legal representative.

*or by private insurance companies – according to your personal situation..

Person to notify

The day of your admission you'll be asked the contact details of the person to be notified.



➔ Our facility is accessible to people with reduced mobility.

.....

What are the formalities?

You will be asked to provide an **identification Card** (ID, resident's card, passport) and, depending on your health insurance provider: your insurance card from the Monegasque healthcare system OR your up-to-date Carte Vitale & French supplementary health insurance registration card OR your private health insurance registration card.

For minors, a family record book is required if no identity card is available.

If you do not want your presence to be disclosed, please indicate this at the time of your admission: every effort will be made to ensure your anonymity.

Person of trust

You may also designate a person of trust who is able to assist you in your choice of treatment. Their contact details will be mentioned in your medical file.

If you are

You are required to provide



➔ **Covered by the Monegasque healthcare system**

➔ Your social security card or certificate of entitlement



➔ **Covered by the French healthcare systems**

➔ Updated "Carte Vitale" or certificate of entitlement

➔ Attestation 100%

➔ Health care form if you benefit from Art. 115 (war veteran)
If your main residence is outside the Alpes-Maritimes, please contact our administrative services



➔ **Affiliated to a French supplementary health insurance fund***

➔ Your registration card

➔ Your insurance's name, address and phone number

*(mutual health insurance or complementary fund)



➔ **Covered by the Italian healthcare system**

➔ Form MIC9 filed out by the USL you belong to

➔ Registration card



➔ **Covered by a private health insurance**

➔ Agreement for medical care

➔ Registration card



➔ **You are not covered by any health insurance**

Please contact Admissions for the settlement of hospitalisation costs



What to bring for your stay?

Your medical files



- All medical records related to your medical examinations performed in another health facility: scan, X-rays, ECG, ultrasound and in particular coronary angiography or angioplasty films, whatever types of media used (USB key, CD-ROM, etc..)
- Correspondence and medical reports
- Blood group card and latest blood tests
- Your personal medication including eye drops and a copy of your prescription

Your personal belongings



- A nightgown or pyjamas with a front opening to facilitate care and treatments



- A dressing gown, a bathrobe



- Sleepers



- Underwear, including a comfortable wireless bra



- Toiletries (bath towels and napkins are provided by the clinic and a hairdryer is available in each bathroom)



Important information



- Electric and specific electronic appliances are only authorized after validation by the technical services
- Perfume and nail polish must be removed before any test or surgery
- It is not advisable to bring valuables



Your stay

CARING FOR AND SUPPORTING YOU

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Upon your arrival, you will meet with the medical, paramedical, logistic and administrative teams composed of people with complementary functions. The function and name of your interlocutors are written on their uniform or badge.

.....



The health professionals who work with you

Doctors

Surgeons, cardiologists, anaesthetists examine each patient's case together and establish treatment protocols on a concerted basis. You will meet with them in the morning during their daily visit. They can also see you by appointment made with the medical secretariat (see « useful numbers » at the end of this brochure). A medical assistance is available 24 hours a day, 7 days a week.



Medical Director

Dr Armand EKER, cardiac surgeon

While maintaining my surgical activity, I identify priorities for action, motivate and mobilize multidisciplinary collaborators dedicated to insure that your stay takes place in the best conditions. I am also at your disposal to answer all your medical questions.

Certified nurses

They are your key contacts around the clock and your permanent intermediaries with the medical team, supervisors, logistics and administrative services.

Their specialized technical training in cardiology and their numbers – 1 nurse per patient in the post-surgery phase, 2 nurses per hospitalisation floor – enable them to provide your care in complete safety while being receptive to your needs.

They carry out technical nursing care as well as hygiene and comfort care.

We thank you very much for respecting their recommendations.



Certified nurses

I am your permanent contact and preferred interlocutor whatever your requests are. In partnership with my colleagues, we are available 24/7 – so do not hesitate to call us!

We are technically trained and specialized in cardiology. In intensive care, one of us stays at your bedside during the recovery phase to ensure your care in complete safety and listen to your needs. We provide technical nursing care as well as hygiene and comfort care.



Chief Nurses

They ensure that your stay runs smoothly and are responsible for the organization and quality of care. They will be able to give you information about your discharge from the clinic.

Chief nurses

I am in charge of the organization of your care and your daily comfort. I also organize your post-hospital stay.

Physiotherapists

They work in the clinic on a daily basis. They teach you and help you practice the exercises needed for your rehabilitation.

Hospital housekeeping staff (A.S.H.)

They apply rigorous cleaning and disinfection protocols to ensure the hygiene of premises and equipment. They also help to ensure the well-being of patients in cooperation with the nurses.

Electro-radiology technicians

They perform tests involving medical imaging techniques (angiography, angioplasty, M.R.I. and cardiac scan).

Nutritionists

They create menus suitable for a variety of diets and are at your disposal to take into consideration your requests during your stay. They can recommend dietary choices if you wish. Everyday, they will offer you advice in choosing your meals.

Also at your side



Receptionists - Welcome Service Administrative secretaries

They take care of the administrative formalities during your admission and discharge from the Centre. They are at your disposal to make your stay easier and to assist you in the search for accommodation and transport.

The Welcome Service is designed to help you and your family during your stay and to respond effectively to your needs (reservations for a hairdresser, hotel or residence stay with preferential rates for your family, etc..).

Medical secretaries

They are in charge for making appointments for consultation or hospitalisation, drawing-up the discharge file (surgical reports, prescriptions...) and organizing your discharge (booking a retirement home if medically necessary).





Your stay

DAILY LIFE

Your bedroom



Your bedroom has been designed to make your stay as pleasant and comfortable as possible, while optimizing the work of the medical teams. If you wish to have a private room, you will be charged a “private sector” supplement.

Please note



If you put money or valuables in the clinic's safe, refer to your floor's nurse who will tell you what to do. Only valuables deposited in the safe are insured. Deposits and withdrawals are possible Monday through Friday from 10am to 4pm.

Your personal belongings



Your glasses, wedding ring and any other items you wish to keep with you while in your room will be placed in a box labelled with your name. They will be given back to you after your surgery. The same applies to denture or hearing aids.

While waiting for your return to your room, your personal belongings will be safely kept in a case and placed under lock and key.

Meals

In the rooms and in the restaurant



Everyday our chef and his catering team prepare meals served in the bedrooms or in the restaurant. A healthy choice of varied and balanced menus will be offered to you and your family.

Daily, the dietician will guide you in choosing your meals for the day. On the day of your arrival, you'll be served the daily menu adapted to your special diet.



- Before certain examinations, you will have to fast. A light meal may be served to you in the hours that follow.
- The various diets prescribed by the medical team are established by the dietician. He/she is at your disposal to take into account the follow-up of your possible diet and review your dietary preferences (prohibitions due to religion or to your beliefs).

The restaurant



Located on the ground level, it is available to visitors and accompanying persons.

Hours (except special events) :

- Breakfast served from 7:30am
- Lunch from 12pm
- Snack in the afternoon

Visiting hours

During your stay, visits are limited for reasons of hygiene and rest.

In the rooms

In order to organize care, visits are authorized between 12pm and 8pm and limited to 2 visitors per patient. Children under the age of 12 are not allowed in the room.

In intensive care

On the day of surgery: No visits are allowed. However, unless you object, your immediate family can check on you by calling **00 377 92 16 80 00** asking for the Intensive Care Unit.

The day after your surgery: The first visit is allowed for 2 close relatives, between 5pm and 7pm. Before visiting the intensive care, it is imperative to go to the 6th floor to obtain prior agreement.



Services

Telephone

On the day of your arrival, you will be given a card with your telephone number and a personal telephone code. (You will be responsible for the telephone costs).

From your bedroom, you can reach reception by dialling 9.

Your relatives can reach you.

A direct line is reserved for you during your stay. If you do not wish to receive calls, please inform the reception desk by dialling 9 or let your nurse

know to ensure that the necessary steps are taken. Your family can reach the reception desk at: **00 377 92 16 80 00**.

Internet

A free access code will be given to you on your request.

TV

A television set is one of the services offered to you.

Mail

Any mails, faxes and emails you may receive will be forwarded to you daily in your room upon receipt.

- Outgoing mail can be left at the reception on the 6th floor before 4:30pm.

Press

You can order newspapers and magazines one day in advance by calling the reception desk (by dialing "9"). They will be billed to you at the public rate, without supplement, at the time of your discharge.

Personal requests

Worship

You can ask your nurse for the presence of a representative of your religious denomination.

Hairdressing, beauty care (at your charge)

With the agreement of the medical team, you can use the services of a hairdresser or beautician of your choice.

Fire safety



Security instructions are posted in the rooms and common areas. In all situations, it is important to remain calm and follow the instructions of the staff, who is regularly trained to face this type of situation.



Hygiene and security rules

We thank you for following these rules in the clinic and, out of regard for other patients, make your entourage respect them during your stay:



- Smoking is not allowed in the building and in the gardens



- The use of mobile phones might be restricted in certain areas



- Animals are strictly prohibited



- Plants in soil are not allowed in the rooms



- It is forbidden to bring food from outside



- For your safety, the building is under video surveillance



Your stay **YOUR CHILD HOSPITALISATION**

..... **Admission**

.....
All our medical, para-medical and administrative teams are at your disposal to address your needs and bring reassurance to both you and your child.
.....

The administrative documents required for your child's hospitalisation are identical to those required for adult patients (please refer to page 9 of this booklet).

If the child is a minor, his /her parents or legal representative must sign an authorization form at the time of the consultation or upon arrival at the clinic. This document will be attached to the medical file.

..... **Childcare equipment**

The following items are at your disposal:

- Steam sterilizer and blender
- “Avent” feeding bottles with silicone teats
- High chair, bouncer, baby walker, stroller and a playpen

Accommodation for the hospitalized child's parent

The accompanying parent is accommodated with his/her child up to the age of 8.

During the few days the child is in intensive care, the accompanying parent can't be accommodated within the clinic. The reception and Welcome Desk

are at your disposal to inform you about lodging available nearby.

Breakfast and dinner are served in the room.

Lunch can be taken in our restaurant on the ground floor.



Child meals

A small stock of milk, milk flour, dairy products, compotes and cookies are at your disposal in the floor pantry - as well as a blender. Particular care will be taken when choosing your child's meals: the dietician will suggest a "child" or "baby" menu that he/she will have established. You can modify this menu according to your child's tastes and appetite and choose from the menu that was given to you with the Welcome booklet.

Visits

During your child's stay, and especially in intensive care, visits are strictly limited for reasons of hygiene and rest.

➤ **In the rooms:** visits are authorized between 12pm and 8pm

➤ **In intensive care:** on the day of the procedure, with the Department's approval, parents may visit their child one hour following surgery.

The following day, visits are authorized:

from 10am to 11am and from 2pm to 3pm for one parent only;

from 5pm to 7pm for both parents.

Going home

PREPARING YOUR DEPARTURE

Discharge formalities

Your departure from the Centre will be organized with the care team.

On the day of your departure, after the daily visit, we invite you to collect:

- **from 11am onwards:** your administrative file at the admission office (6th floor) where you can take care of any expenses related to your hospitalization that you may still have to pay
- **from 11:30am onwards:** your medical file at the medical office (2nd floor).

Sunday and public holiday discharges

- you may collect your administrative file and pay for any hospitalization fees the day before, from **2pm to 4:30pm**
- the medical file will be handed to you by the doctor in your unit on the day of your departure

When you leave, please remember:

- **to take the valuables deposited in the safe** using the receipt that was given to you at the time of deposit (this office, located on the 6th floor, is open Monday through Friday, from 10 am to 6 pm)



Responsibility

Your discharge is a medical decision. If you wish to leave against medical advice, you will need to sign a certificate of discharge against medical advice.

Similarly, during your stay, any exit from the clinic must be medically approved.



Your discharge medical file

The purpose of this file is to provide information about your stay and to ensure the continuity of care with your cardiologist and general practitioner.

Payment of fees

During your stay, we kindly ask you to pay as you go along for:






- any meal your visitor or accompanying person consumed at the self-service restaurant
- any drink consumed at the self-service restaurant
- any hairdressing or beauty services.

The provision of a television is part of the services offered to patients.

.....

Medical and surgical fees are included in your bill.

.....

If you are		You need to settle
 ➤ Covered by the Monegasque healthcare system		–
.....		
 ➤ Covered by the French healthcare system	<ul style="list-style-type: none">➤ the daily flat rate➤ the amount that may be due by the supplementary health fund➤ any copayment <p>If your main residence is outside the Alpes-Maritimes, please contact our administrative services.</p>	
.....		
 ➤ Covered by the Italian healthcare system		–
.....		
 ➤ Covered by a private healthcare system	➤ the balance of the flat rate if there is no third party coverage	
.....		
 ➤ Not covered by any health insurance	➤ the balance of the invoice minus the deposit paid upon admission	
.....		



Planning your mode of transport if you are covered under the French social security

For your return home or your transfer to a follow-up care facility, three modes of transport are possible:

- **by personal car**
- **by accredited taxi**
- **by ambulance**

Before your discharge, the doctor and the head nurse will decide on the mode of transport best suited to your state of health and situation and will draw up the corresponding “medical transport prescription”.

Which settlement?

- If you leave with your personal car, you can apply for reimbursement of your expenses using the appropriate form
- if you are covered 100% due to a long-term health condition, the transport company can be paid directly by the health insurance, under the third-party payment system.
- if not, you will have to pay in advance and then get reimbursed by your health insurance. In this case, 35% of the costs will be paid by you or reimbursed by your supplementary private insurance fund.
- If the current hospitalization justifies a change to long-term affection, 100% of the costs of transport may be covered after the time needed to update your file.
- In accordance with the Social Security, accredited taxis may transport several patients at once.



The medical secretary is at your disposal for any information you may need concerning your discharge.



OUR COMMITMENTS

Pain control

Pain is not inevitable. It can be prevented and treated. Only you can express what you feel and assess the intensity of it. Talk with your care team about it who is particularly attentive and trained to do so. They will do everything they can to relieve it (medication, massage, etc..) even if they cannot guarantee that the pain will be totally absent.

Preventing nosocomial infections

The Committee in the fight against nosocomial infections is composed of competent medical and paramedical professionals. Among its missions:

- It ensures compliance with procedures and good practices in hygiene
- It coordinates the execution of environmental controls (surfaces, air, water) according to a schedule conducted by an external laboratory
- It has set up, in partnership with the microbiological laboratory, a permanent surveillance system for the risks of nosocomial infections
- each year, it implements a program of actions for the prevention of healthcare-related infections

Risk management and health vigilance

The Cardio-Thoracic Centre is committed to a risk management approach whose objective is to ensure your safety and that of the care you receive. The implementation of a multi-professional organization makes it possible to carry-out the analyses necessary to define actions to minimize the occurrence of any undesirable event. This system completes the existing organization for health vigilance which concerns blood transfusion, health products (drugs, medical devices, etc..) and the risks of infection.

Patient identification

In order to ensure “the right care for the right patient”, reliable identification is carried out at all stages of your stay and is the guarantee of safety and continuity of care.

This is why, upon admission, you will be asked for identification and, throughout your stay, your identity will be frequently checked. We thank you for checking the accuracy of the information on the identification labels and informing us of any anomaly.

Access to medical records

In the Principality of Monaco, any person of legal age may request access to all information concerning their health held by the establishment, by writing to the director. The patient may also designate an intermediary, a doctor, his/her trusted person, his/her spouse or his/her ascendants, descendants, brothers or sisters to whom his/her information can be sent. It will be forwarded to him/her within 2 weeks if the medical file is less than 5 years old.

Evaluations and indicators

To assess the quality and security of care, the Cardio-Thoracic Centre follows the indicators submitted to French health establishments. These indicators relate to the quality of the patient's file, the pain management and the monitoring of infection associated with care. The results are published annually on our website.

To add to these measures, audits about management and care by the medical and nursing teams are regularly carried out according to validated criteria.

The results of these audits reflect the coordination, quality, safety and continuity of care.

Control Commission of personal information

The Cardio-Thoracic Centre has a computerized system designed to facilitate the management of its patient files and to carry out, if necessary, statistical work, in strict compliance with medical confidentiality.

Unless you object, some information about you, collected during your consultation or hospitalisation, may be recorded exclusively for medical use.

In accordance with medical ethics and the legislative provisions in force, the medical and surgical teams of the Cardio-Thoracic Centre stay at your disposal to communicate this information to you as well as any information about your state of health. Any doctor you designate may also consult all our medical records.

Respect of medical confidentiality

The information concerning your health belongs to you.

Medical teams, subjected to professional secrecy, do not have the right to communicate it without your permission. No information will be given to your entourage by telephone or in writing without your agreement.

You may request that no information be passed on to third parties.

Commitment to sustainable development

The Cardio-Thoracic Centre is dedicated to helping reduce the impacts of its activity within the framework of sustainable development.

During the last 3 years, commitments have been made with the Principality with the signing of the National Pact for Energy Transition in June 2018, and actions have been carried out since.



Express yourself

The entire medical team is at your disposal to listen and to respond to your requests.

During your stay, feel free to send your comments to your nurse who will inform the Quality Manager and the Management. Your request will be taken into account in order to provide a response.

A satisfaction survey is attached to this booklet. In order to improve the reception and stay of our patients, please take a few minutes to fill it out and hand it in at the reception desk when you are discharged. It will be placed in an envelope to preserve its anonymity.

Guaranteeing patients' rights according to the Hospitalised Patient Charter

1 The Cardio-Thoracic Centre aims to be accessible to all and provides assistance with administrative procedures to facilitate the care of patients of all origins.

Access to the establishment is adapted to people with disabilities.

2 The Centre guarantees the quality of treatment, care and hospitality. Its teams are attentive to the relief of pain.

3 The patient receives clear, honest information about his/her pathology and treatments offered to him and participates in the therapeutic choices.

The trusted person designated upon your admission will also be able to receive medical information about you and guide you in choosing your appropriate treatment.

4 Medical procedures can only be carried out with the patient's free and informed consent. This consent is in no way a disclaimer by the medical team. It is a counterpart of clear, fair and appropriate information.

5 Specific consent is required in particular for patients participating in a biomedical research protocol and for screening procedures.

6 The patient under the care of the Cardio-Thoracic Centre may, at any time, leave the establishment except in cases provided for by law, after having been informed of the possible risks he/she may incur and after having signed a certificate of discharge against notice.

7 The patient shall be treated with respect. His/her beliefs, privacy and quietude shall be respected as well.

8 Privacy is guaranteed to all hospitalised patients, as well as the confidentiality of their personal, medical and social information.

9 Patients are given direct access to the information contained in their records, particularly of a medical nature, through the medical and surgical teams. Full hospital medical records are given to them on their discharge, as well as to their general practitioner and cardiologist.

10 The patient has the possibility to provide feedback about the care and the hospitality he/she received. The Centre's Management Team is committed to bring the patient full satisfaction.

Practical information

PERSON TO NOTIFY AND TRUSTED PERSON

Person to notify

On the day of your admission at the Monaco Cardio-Thoracic Centre, you will be asked to provide contact details of the person or persons **to be reached by the medical team regarding your state of health and the course of your stay.**

Trusted person

As a patient, the law n° 1454 of October 30, 2017 on consent and medical information allows you to be accompanied in your steps to designate a trusted person. Depending on your choice, this person can also be the person to notify. This designation is a right, not an obligation. However, the persons named below cannot designate a trusted person:

- ➔ Minors
- ➔ Adults under guardianship

Trusted person missions

He or she can:

- ➔ Assist you in all your administrative formalities
- ➔ Attend medical consultations
- ➔ Help you in your decisions to consent to medical procedures

If your health condition prevents you from expressing your wishes, no treatment can be carried out without the free and informed consent of your person of trust ; this person, whether he/she consents or refuses the proposed medical act or treatment, should act in your sole interest in particular by ensuring that the foreseeable risks are not out of proportion to the expected benefits.

Note : in case of an emergency, the health professional is exempted from obtaining consent.





Which information is shared with your trusted person?

Any decision you make regarding your health are kept in your medical files.

You are free to decide that some of this information is not communicated to your trusted person. You must, in this case, inform the team in charge of you.

Your trusted person does not have access to your medical file.

Who can be your trusted person?

An adult, except an adult under legal protection. It may also be a member of your family, a close relative (friend, neighbor,...) or your general practitioner. You must be certain that the person you wish to designate agrees being your trusted person.

We invite you to discuss your vision about treatments with your trusted person (refusal of medical treatment, therapeutic choice). This will enable him/her to best inform the team in charge of you.

When and how to choose him/her?

You may appoint your trusted person upon your admission or during your stay. This choice should

not be rushed, you can take your time to reflect on it if you wish.

One of your relatives can be both the person to notify and trusted person. The appointment of your trusted person must be done in writing on a form we keep at your disposal. You just need to fill it out, sign it and give it to the team that takes care of you. This document will be kept in your records. The term of validity of this nomination runs for the length of your hospitalisation.

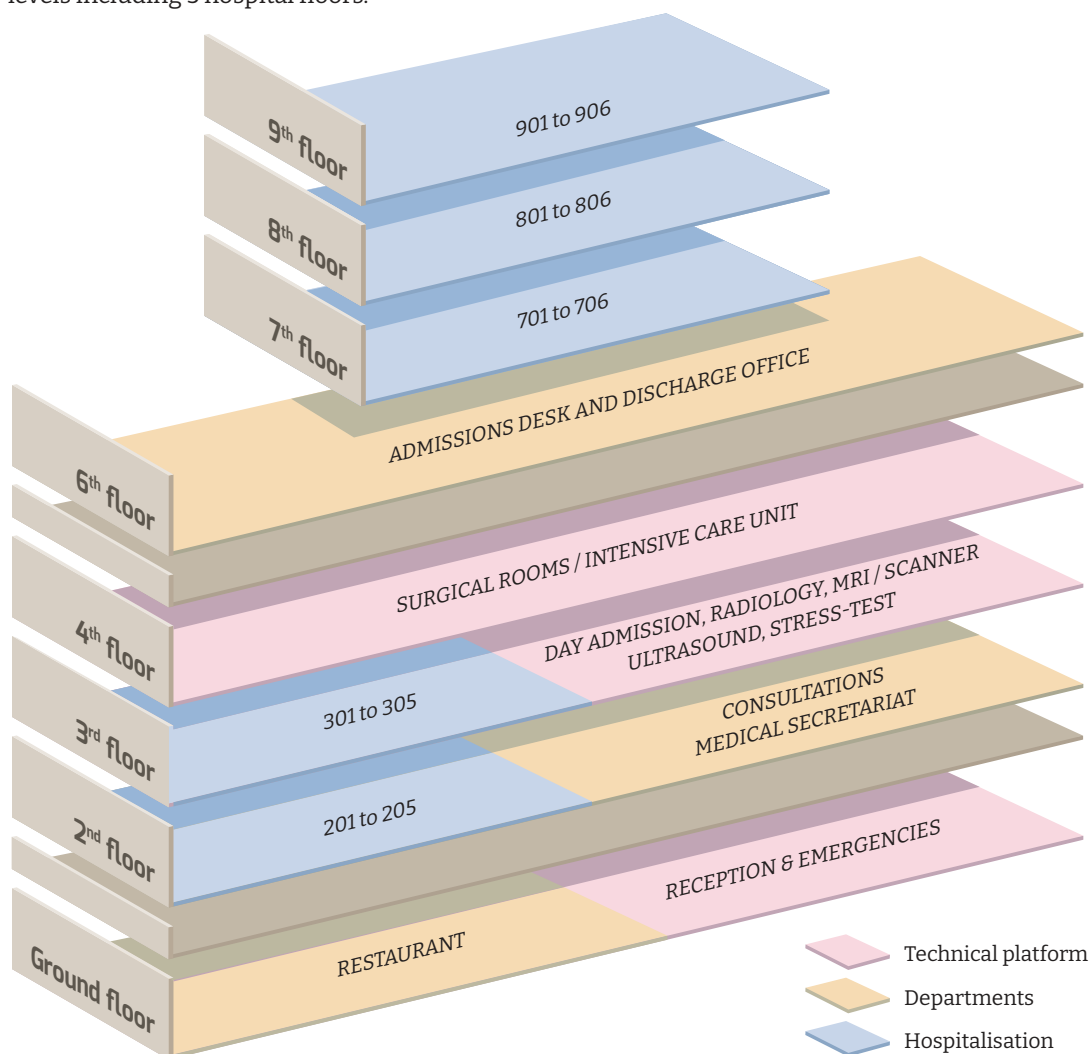
You may revoke your trusted person at any time and designate a new one or choose to no longer have one. In this case, we thank you for informing the team in charge of you in writing and let the trusted person know.

Practical information

THE CARDIO-THORACIC CENTRE FINDING YOUR WAY AROUND, GETTING THERE

Finding your way around

The Cardio-Thoracic Centre, overlooking the port of Monaco and in front of the Prince's palace, is built on 13 000 m² spread over 10 levels including 5 hospital floors.





Map legend



Cardio-Thoracic Centre



Parking



Train station



Bus stop

1 2 6



Taxi station



Walking to/from the train station (15 min.)



Photos: Philippe Fitte, Robert Palomba.
September 2021.

How to get to the Cardio-Thoracic Centre



By car

Ostende car park. This parking is located on Ostende Avenue and offers visitors special rates. To benefit from preferential rates, have your ticket validated by the caretaker of our establishment on level 0.

De la Costa car park. To benefit from special rates, visitors are invited to ask our caretaker for a coupon on level 0. This coupon is to be used at the same time as the car park ticket when paying.

Access to the Centre from the *De La Costa* car park is from Ostende Avenue (level 0) or from Avenue de l'Hermitage (level 6).



By train

Several trains from Nice, Menton or Italy serve Monaco station throughout the day.

For more information: www.ter.sncf.com/paca



By bus

The N° 100 « Lignes d'Azur » bus runs between Nice and Menton.

In Monaco, take the CAM buses n° 1, 2 or 6, get off at the *Ostende* stop located in front of the entrance of the establishment.

For more information: www.lignesdazur.com

and www.cam.mc



Scan this QR code with your smartphone to get the itinerary to or from the Cardio-Thoracic Centre



Inside this flap:

Useful numbers, appendices and satisfaction questionnaire.



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