

Welcome

TO THE MONACO CARDIO-THORACIC CENTRE

WELCOME BOOKLET



CENTRE
CARDIO
THORACIQUE
DE MONACO

How to get to the Cardio-Thoracic Centre



By car

Ostende & De la Costa car parks. 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 these car parks 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: <https://www.ter.sncf.com/sud-provence-alpes-cote-d-azur>

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:

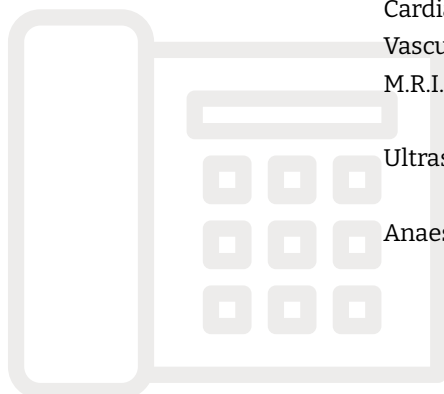
Useful numbers, appendices and satisfaction questionnaire.

Reception

Administration

Medical secretariat

Standard	
and discharge formalities	00 377 92 16 82 15
.	00 377 93 25 43 82 fax
Diagnostic and interventional	
cardiology in adults	00 377 92 16 81 63
Diagnostic and interventional	
congenital cardiology	00 377 92 16 82 12
Cardiac and thoracic surgery	00 377 92 16 82 11 / 13
Vascular surgery	00 377 92 16 82 10
M.R.I., Scanner	00 377 92 16 82 19
.	00 377 92 16 82 84 fax
Ultrasound	00 377 92 16 82 92
.	00 377 92 16 82 97 fax
Anaesthesia	00 377 92 16 81 62





CENTRE
CARDIO
THORACIQUE
DE MONACO

WELCOME BOOKLET



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
C.E.O.

.....
This brochure is designed to support and guide
you during your hospitalisation and in your
administrative procedures so that your stay
takes place under the best conditions possible.
.....



Monaco
Cardio-Thoracic
Centre





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CENTRE
CARDIO THORACIQUE

Admission

YOUR ARRIVAL: ADMINISTRATIVE FORMALITIES

.....

Admission procedures allow us to identify you, ensure the safety of your medical care and confirm the financial coverage of your medical treatment by relevant social or insurance bodies*.

.....



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 their 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 is respected.

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 Office 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



- Slippers



- Underwear, including a comfortable wireless bra



- Toiletries (bath towels 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

.....

Upon your arrival, you will meet with the medical, paramedical, logistical and administrative teams, each composed of professionals with complementary roles. The name and role of your contacts are displayed on their uniforms or badges.

.....



Healthcare professionals around 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 arranged through 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.



Certified nurses

They are your main points of contacts at all times. They serve as your constant link 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 safely while remaining attentive to your needs.

They provide both technical nursing care and hygiene and comfort care.

We sincerely thank you for respecting their recommendations.



Certified nurses

I am your primary point of contact and preferred liaison for any request you may have. Together 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 remains by your bedside through your recovery phase to ensure your care is delivered safely and to remain attentive to your needs. We provide both technical nursing care, hygiene and comfort care.



Chief Nurses

They ensure that your stay runs smoothly and are responsible for the organization and quality of care. They can also provide you with information regarding your discharge from the clinic.

Chief nurses

I am responsible for organizing your care and daily comfort.

I also organize your post-hospital stay.

Physiotherapists

They work in the clinic daily. They teach and assist you with the exercises required for your rehabilitation.

Hospital housekeeping staff (A.S.H.)

They follow strict cleaning and disinfection protocols to maintain the hygiene of the premises and equipment. They also contribute to the well-being of patients in collaboration with the nursing team.

Electro-radiology technicians

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

Nutritionists

They create menus tailored to a variety of diets and are available to consider your requests during your stay. They can recommend dietary choices if you wish. Every day, they will offer you advice to help you select your meals.

Also at your side



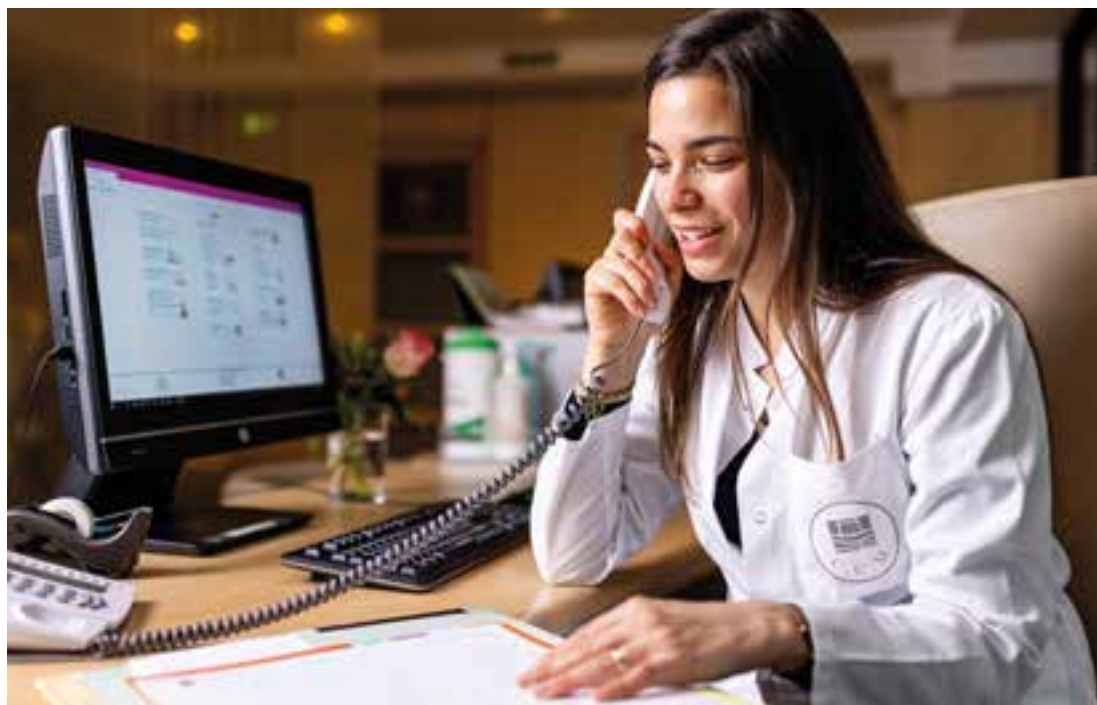
Receptionists - Welcome Service Administrative secretaries

They take care of the administrative formalities during your admission and discharge from the Centre. They are at your disposal to facilitate your stay and assist you with finding accommodation and arranging 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 responsible for scheduling appointments for consultation or hospitalisation, preparing discharge files (surgical reports, prescriptions...) and organizing your discharge (arranging placement in a nursing 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. Should you wish to have a private room, fee will be charged a supplementary “private sector”.

Please note



If you wish to place money or valuables in the clinic's safe, please speak to the nurse of your floor, who will guide you through the procedure. Only valuables deposited in the safe are insured. Deposits and withdrawals are possible Monday to Friday from 10 a.m. to 4 p.m.

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 returned to you after your surgery. The same applies to denture or hearing aids. Until you are back in your room, your personal belongings will be stored securely under lock and key.

Meals

In the rooms and the restaurant



Every day our chef and his catering team prepare meals served either in your room or in the restaurant. A healthy choice of varied and balanced menus is available to you and your family.

Our dieticians will guide you each day in selecting meals suited to your dietary needs. On the day of your arrival, you'll be served the daily menu adapted to your specific diet.



➤ Before certain examinations, you will have to fast. A light meal may be served to you in the hours that follow.

➤ Diets prescribed by the medical team are established in collaboration with the dietician, who is available to support any ongoing dietary needs and to accommodate restrictions based on religious or personal beliefs.

The restaurant



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

It is open from 9 a.m. to 6 p.m., and lunch service is available from noon to 2:15 p.m.

Visiting hours

During your stay, visits are limited in order to maintain patients rest.

In the rooms

In order to organize care, visits are authorized between 2 p.m. and 6 p.m. and limited to one visitor 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 may check on you by calling **00 377 92 16 80 00** asking for the Intensive Care Unit.

The day after your surgery: Visits are by appointment only. Before visiting the intensive care, it is mandatory to obtain prior agreement by going to the 6th floor.



Services

Telephone

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

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

Your relatives can reach you.

A direct line is reserved for you throughout your stay. If you prefer not to receive calls, please inform the reception by dialling 9 or notify your nurse

so that the necessary arrangements can be made. Your family can reach the reception desk at: **00 377 92 16 80 00**.

Internet

A free access code will be provided upon request.

TV

A television is also available as part of the services offered to you.

Mail

Any mail, faxes and emails you may receive will be delivered to your room daily upon receipt.

- Outgoing mail can be dropped off at the reception on the 6th floor before 4.30 p.m.

Press

You may 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 may request the presence of a representative of your religious denomination by informing your nurse.

Hairdressing, beauty care (at your expense)

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

Fire safety



Security instructions are posted in the rooms and common areas. In any situation, it is important to remain calm and follow the instructions of the staff, who are regularly trained to handle such events.



Hygiene and security rules

We thank you for following the below rules in the clinic and kindly ask that your visitors do the same, out of respect for all patients:



- 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



- Outside food is not permitted in the clinic



- For your safety, the building is under video surveillance



Your stay **YOUR CHILD'S HOSPITALISATION**

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All our medical, paramedical and administrative teams are at your disposal to address your needs and provide reassurance to both you and your child.

.....

Admission

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, a parent or legal representative must sign an authorization form during the consultation or upon arrival at the clinic. This document will be included in 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

One parent may stay with their child, up to the age of 8.

During the period your child is in intensive care, it is not possible to accommodate the accompanying parent within the clinic. The reception and Wel-

come Desk are available to provide you with info on nearby lodging options.

Breakfast and dinner are served in the room.

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



Child meals

A small supply of milk, milk flour, dairy products, compotes and cookies is available in the pantry on your floor, along with a blender. Special attention is given to your child's nutrition. The dietetician will propose a child or baby menu tailored to your child's age and needs. You are welcome to adjust this menu based on your child's preferences and appetite, using the meal selection form provided in your 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 2 p.m. and 6 p.m.
- **In intensive care:** on the day of the procedure, with the Department's approval, parents may visit their child one hour after surgery. The following day, visits are authorized:

**from 10 a.m. to 11 a.m. and from 2 p.m. to 3 p.m. for one parent only;
from 5 p.m. to 7 p.m. for both parents.**



Going home

PREPARING YOUR DEPARTURE

Discharge formalities

Your departure from the Centre will be arranged in coordination with the care team.

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

- **from 11 a.m. onwards:** your administrative file at the admission office (6th floor) and settle any remaining hospital related expenses.
- **from 11.30 a.m. onwards:** your medical file at the medical office (2nd floor).

Sunday and public holiday discharges

- you may collect your administrative file and settle any hospitalization fees the day before, from **2 p.m. to 4.30 p.m.**
- your 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 collect any valuables deposited in the safe** by presenting the receipt given to you at the time of deposit (this office, located on the 6th floor, is open Monday through Friday, from 10 a.m. to 6 p.m.)



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 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 meals consumed by your visitors or accompanying persons at the self-service restaurant
- any drinks consumed at the self-service restaurant
- any hairdressing or beauty services.

The provision of a television is included as 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	➤ the daily flat rate ➤ the amount that may be due by the supplementary health fund ➤ any copayment If your main residence is outside the Alpes-Maritimes, please contact our administrative services.	
.....		
 ➤ 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 covered by French social security

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

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

Before your discharge, the doctor and the head nurse will determine the mode of transport best suited to your health condition and situation and will issue 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 have 100% coverage due to a long-term health condition, the transport company can be paid directly by the health insurance, through the third-party payment system.
- if not, you will have to pay in advance and then request reimbursement from your health insurance. In this case, 35% of the costs will be your responsibility or reimbursed by your supplementary private insurance fund.
- If the current hospitalization justifies a change to long-term affection, 100% of the transport costs may be covered after the necessary time to update your file.
- In accordance with Social Security regulations, 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 your pain. It is important to talk with your care team who is particularly attentive and trained to manage pain. They will do everything possible to relieve your discomfort (medication, massage, etc..) possible although complete elimination of pain may not always be possible.

Preventing nosocomial infections

The Committee for the prevention of nosocomial infections is composed of competent medical and paramedical professionals. Among its missions:

- Ensuring compliance with procedures and good practices in hygiene
- Coordinating the execution of environmental controls (surfaces, air, water) according to a schedule conducted by an external laboratory
- Maintaining a permanent surveillance system for the risks of nosocomial infections, in partnership with the microbiological laboratory,
- Implementing an annual action plan for the prevention of healthcare-related infections.

Risk management and health vigilance

The Cardio-Thoracic Centre is committed to a risk management approach aimed at ensuring

your safety and the safety of the care you receive.

The implementation of a multi-professional organization enables the necessary actions to be conducted in order to define actions to minimize the occurrence of any undesirable event. This system complements the existing for health vigilance organization which covers blood transfusion, health products (drugs, medical devices, etc..) and the infection risks.

Patient identification

To ensure “that each patient receives the correct care, reliable identification is performed at every stage of your stay. This process underpins both patient safety and continuity of care.

This is why, upon admission, you will be asked to provide identification and, throughout your stay, your identity will be frequently checked. Your identity info may be shared with other healthcare establishments outside the Monaco Cardio-Thoracic Center, as part of your care pathway. If you do not wish for your identity data to be transmitted, you may exercise your right to object in writing. We thank you for checking the accuracy of your information on the identification labels and for informing us of any discrepancies.

Access to medical records

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

Evaluations and indicators

To assess the quality and safety of care, the Cardio-Thoracic Centre follows the indicators submitted to French health establishments. These indicators relate to the quality of the patient records, pain management and the monitoring of care-associated infections. The results are published annually on our website.

In addition to these measures, regular audits of management and care are conducted by the medical and nursing teams based on 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 uses a computerized system to manage patient files and to carry out, if necessary, statistical work, in strict compliance with medical confidentiality.

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

In accordance with medical ethics and current legislation, the medical and surgical teams of

the Cardio-Thoracic Centre remain available to communicate this information to you as well as any details about your health status.

Any doctor you designate may also consult all relevant medical records.

Respect of medical confidentiality

Your health information belongs to you.

Medical teams, bound by professional secrecy, are not permitted to share it without your consent. No information will be disclosed to your entourage by phone or in writing without your agreement. You may request that no information be shared with third parties.

Commitment to sustainable development

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

Over the past 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 implemented since.

A white line-art illustration of a person's head and shoulders, facing forward. A speech bubble is positioned to the right of the head, containing three horizontal lines. The entire illustration is set against a teal background.

Express yourself

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

During your stay, we encourage you to share your comments with your nurse who will relay them to the Quality Manager and the Management. Your request will be carefully considered and a response will be provided.

A satisfaction survey is attached to this booklet. To help us improve the reception and stay of our patients, please take a few minutes to complete it and return it to the reception desk upon discharge. It will be placed in an envelope to ensure your anonymity.

Guaranteeing patients' rights according to the Hospitalised Patient Charter

1 The Cardio-Thoracic Centre is committed to ensuring that care is 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. Our teams are attentive to the relief of pain.

3 The patient receives clear, honest information about their pathology and proposed treatments participates in the therapeutic decision-making.

The trusted person designated upon your admission may also receive medical information and assist in guiding the patient's treatment choices.

4 Medical procedures may only performed with the patient's free and informed consent. This consent is not a waiver of responsibility by the medical team, but the counterpart of transparent, fair and appropriate information.

5 Specific consent is required in particular for patients participating in a biomedical research protocol and undergoing 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 potential risks induced and after having signed a medical advice discharge form against confirming the decision to leave.

7 The patient shall be treated with respect. Their beliefs, privacy and need for rest shall also be respected.

8 All hospitalised patients are guaranteed privacy, 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 medical information, through the medical and surgical teams. Upon discharge, a complete hospital medical record is provided to the patient, as well as to their general practitioner and cardiologist.

10 Patients have the opportunity to provide feedback on the care and hospitality they received. The Centre's Management Team is committed to ensuring patient 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 the contact details of one or more individuals, **who can be contacted by the medical team regarding your health status and the progress 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 appointing a trusted person. This individual may also be the person to notify if you so choose. Designated a trusted person is a right, not an obligation. However, the following individuals cannot designate a trusted person:

- Minors
- Adults under guardianship

Trusted person missions

The trusted person may:

- Assist you in with administrative formalities,
- Attend medical consultations,
- Support you in making decisions regarding consent to medical procedures.

If your health condition prevents you from expressing your wishes, no treatment may be carried out without the free and informed consent of your person of trust ; Whether consenting to or refusing a proposed medical act or treatment, the trusted person must act in your sole interest in particular by ensuring that the foreseeable risks are not disproportionate to the expected benefits.

Note: in the event of an emergency, health professionals are exempted from the requirement to obtain consent.





Which information is shared with your trusted person?

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

You are free to choose which information may not be shared with your trusted person. In this case, please inform the team responsible for your care.

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 ensure that the person you wish to designate agrees to take this role.

We encourage you to discuss your views about treatments with your trusted person (refusal of medical treatment, therapeutic choice). This will help them better inform the healthcare team.

When and how to choose your trusted person?

You may appoint your trusted person upon your admission or during your stay. This decision should not be rushed, you are free to take time to reflect on it.

A relative can serve as both your person to notify and your trusted person. The appointment of your trusted person must be made in writing using a form we keep at your disposal. Simply fill it out, sign it and return it to the team caring for you. This document will be added to your records.

The nomination is valid for the duration of your hospitalisation.

You may revoke or change your trusted person at any time or choose to no longer have one. In this case, please inform the healthcare team in writing and notify the trusted person.

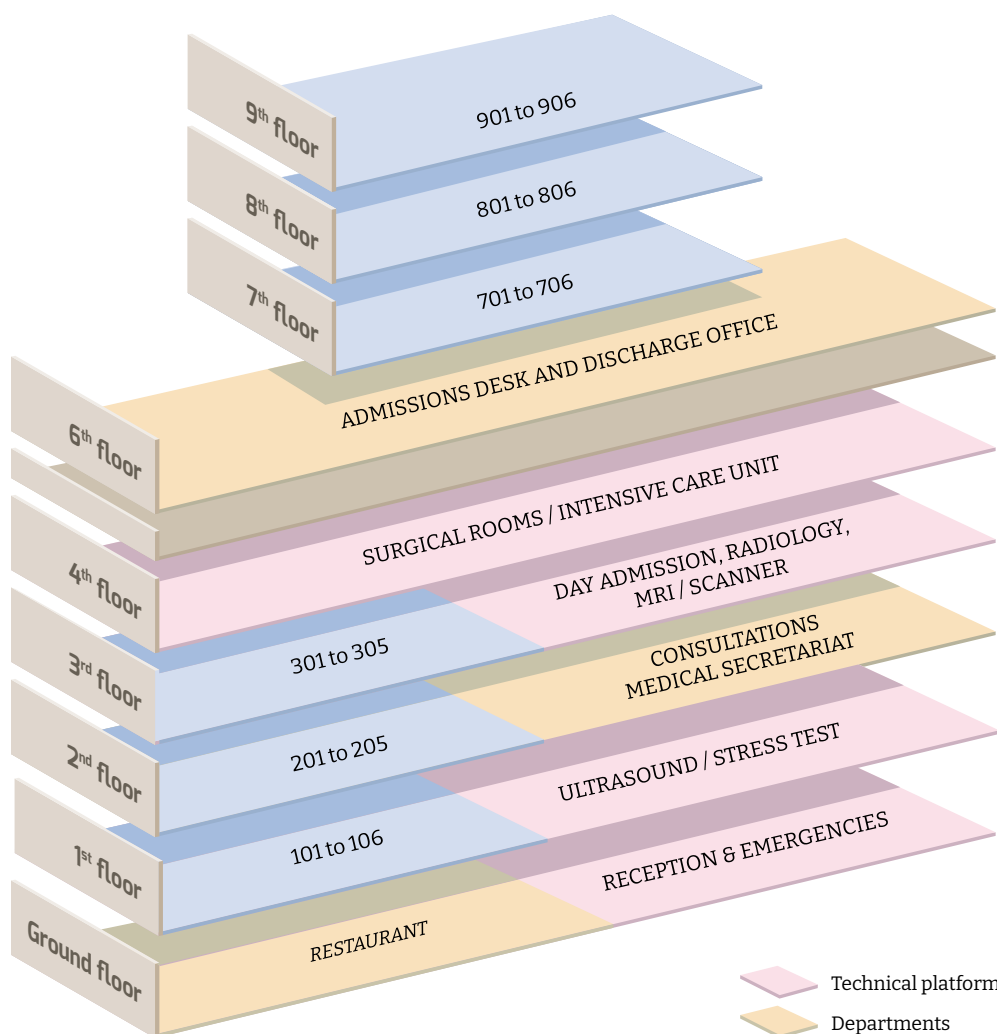


Practical information

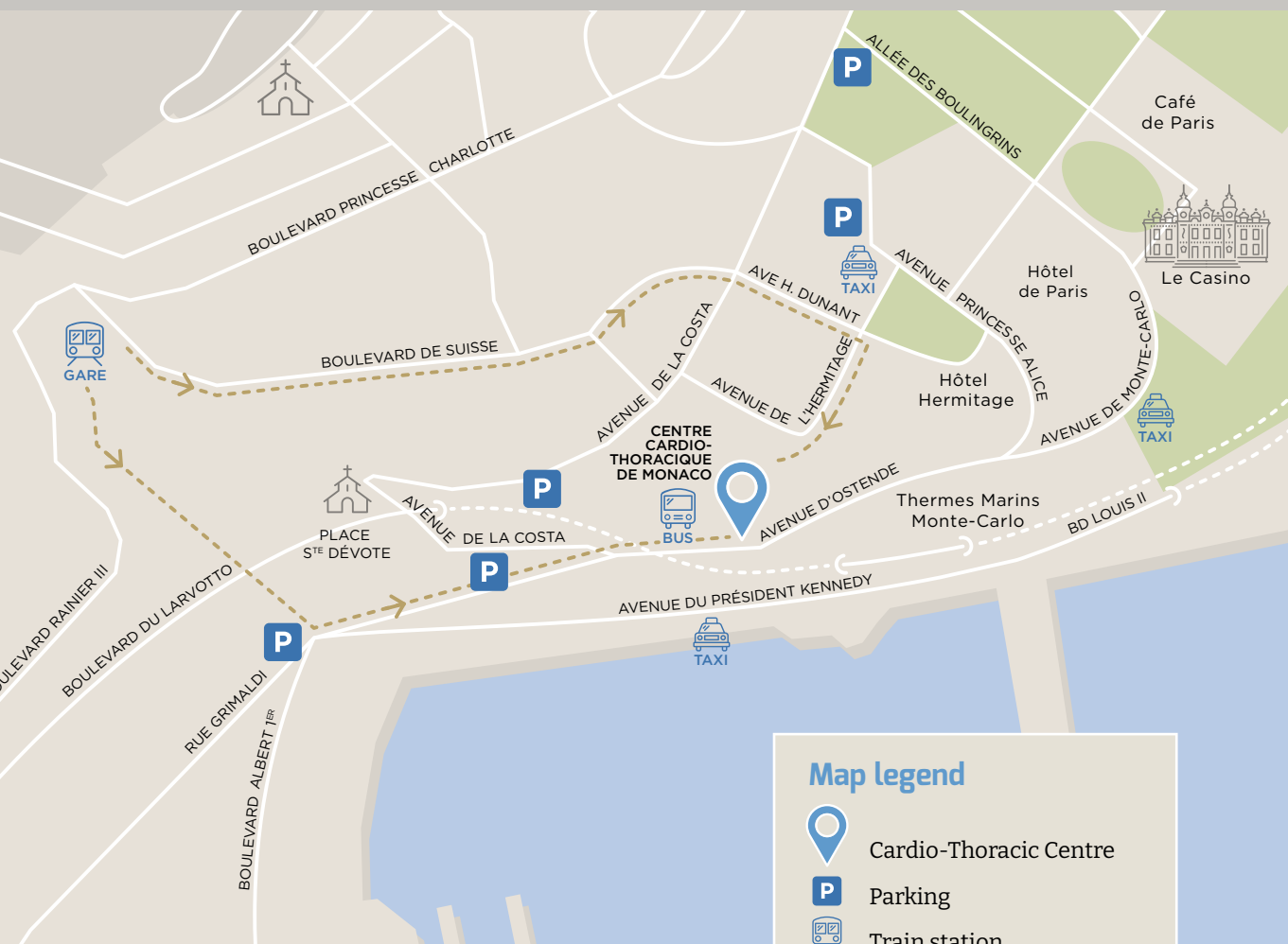
THE CARDIO-THORACIC CENTRE FINDING YOUR WAY AROUND, GETTING THERE

Finding your way around

The Cardio-Thoracic Centre, overlooking the port of Monaco and facing the Prince's palace, is built on 13 000 m² spread over 10 levels including 6 hospital floors.



- Technical platform
- Departments
- Hospitalisation



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.
October 2025.



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