

Livret d'accueil

Welcome booklet



Dear Sir or Madam,

You have just been admitted to Le Mans hospital. Our establishment offers you the skill, attention and care of its professional staff, along with equipment providing the latest diagnoses and courses of treatment. Please feel free to ask us any questions you may have. We hope you will have a good stay with us and that you will soon be up and about again.

Admission

You can carry out the administrative admission formalities either on the day that you are admitted to the hospital or by means of a pre-admission process as soon as the date of your admission has been set.

If you are admitted in emergency, a friend or family member or reliable person will be asked to come to the Admission Office.

Conditions for covering the cost of care

• UE nationals

Your hospitalisation costs may be covered totally by your national fund provided that you have :

• A E111 form for emergency and unforeseen admissions.

You should ask for this document in your country of origin.

• If you have no cover, you will have to pay the costs prior to being admitted on the basis of a projected estimate which will be drawn up at the admission office.

• Non EU nationals

You will have to pay the costs of your stay in hospital on the basis of a projected estimate drawn up at the admission office.

Some costs may be covered by your private or public insurance in case of emergency admission.

Cash and valuables

When you are admitted, you will be asked to leave any valuable items you may have in your possession at the treasury office (Opening hours : monday – friday : 9 am to 4 pm). If you keep these items with you, the establishment cannot accept liability for any loss or theft.

Medical case file

All of the care and examinations you are given will be noted in a medical case file.

State of health

You will be informed about your state of health during an individual interview. This information will relate to the proposed investigations and courses of treatment, how useful they are likely to be, how urgent they may be, their consequences and any frequent or normally foreseeable risks.

A reliable person

At your admission you may choose a reliable person who is sufficiently close to you, who knows you well. This reliable person can be : a family member, friend, neighbour, general practitioner.

Discharge

The doctor sets the date for your discharge. You should then go to the Admissions Office to pay any costs for which you may be personally liable : telephone, television.

If you wish to discharge yourself against medical advice, you will be informed of any risks you may be incurring and you will have to sign a discharge form.

People accompanying you and visits

The doctor sets the date for your discharge. You should then go to the Admission Office to pay any costs for which you may be personally liable : telephone, television.

If you wish to discharge yourself against medical advice, you will be informed of any risks you may be incurring and you will have to sign a discharge form.

People accompanying you and visits

Depending on the facilities available in the department, one of your friends or relations may be allowed to stay with you.

Your friends and relations are welcome . However, you must follow the visiting conditions for the department in which you have been admitted (see sheet provided by the department in question).

Telephone

All patients are provided with a personalised line. You will have to pay a fee for access to the network and an "hourly credit".

For safety reasons involving our medical equipment, the use of mobile telephones within the hospital area is strictly prohibited.

Specific instructions

The introduction of alcoholic drinks, medicines, foods and drugs is strictly prohibited. We would also like to remind you that there is a total ban on smoking. However, some departments or sites do have areas for smokers outside.

To allow easier communication between yourself and health professionals, the hospital may – in some cases – provide you with an interpreter. If necessary, this interpreter will be contacted by the department in which you have been admitted.

Medical case file

If you ever want to have access to your medical case file you only have to send a letter to the general office or to refer directly to the medical case file office (Opening hours : Monday to Friday : 8.30 am to 4.30 pm).

Claims or complaints

If you have any difficulties or problems related to your hospitalisation, you may contact persons who will listen to you (cellule d'écoute) or if you have any claims you may contact "la commission des usagers".

The CH of Le Mans

The hospital is a public health establishment with three missions: patient care, teaching and research.

Currently made up of 2 hospitalisation sites, the hospital has 1695 beds . It covers all medical and surgical specialities plus emergencies for both adults and children.

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