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The patient at the heart  
of our strategy :



The  
best  
place  
for  
care

### IMPRESSUM

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## THE GUIDE TO MY HOSPITALISATION



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## The Best Place for Care

Your state of health  
means that you will be  
hospitalised in one of the  
Robert Schuman Hospitals.

**A warm welcome to you.**



This booklet has been produced for you and your family to help you and your loved ones to get the best out of your stay in the Robert Schuman Hospitals, so that you can:

- **plan your stay**
- **understand the stages of your care** (admission, stay and discharge)
- **become an active partner of care teams**
- **receive information about the range of services offered**
- **learn about your rights and duties as a patient**

The Robert Schuman Hospitals pursue a dynamic development policy with high-performance technical platforms, innovative medical techniques and quality hotel services that place the patient at the centre of their concerns.

The management and the medical and nursing teams are committed to taking care of your requirements in order to offer you humane care at every stage, meeting the highest standards of safety and quality.

We thank you for the trust you are placing in us and wish you a pleasant stay and a rapid recovery.

A handwritten signature in blue ink, appearing to be 'M. Berna', with a stylized flourish at the end.

On behalf of the Robert Schuman Hospitals Management  
**Dr Marc Berna**  
*General director*







MY ARRIVAL  
AT HOSPITAL



# My arrival at hospital

# My pre-hospital consultation

**A nurse from the pre-hospitalisation service (PHS) will arrange an appointment with you a few days to a few weeks before your hospitalisation in order to:**

- carry out your check-up, including the examinations necessary to prepare and complete your medical and nursing file, all at once
- arrange a pre-anaesthetic consultation, in the case of an operation
- allow you to better prepare your stay and your medical intervention
- allow us to get to know you better to best meet your individual needs



When **should I make an appointment?**

**As soon as you know the date of your operation or delivery**  
(prescription, telephone call, etc.) **contact us:**



Site	Your appointment will be scheduled on a working day at	Contact details
Hôpital Kirchberg	7.00 am to 5.00 pm	Ground floor, Adagio Building Clinique Bohler Entrance 5, rue Edward Steichen L-2540 Luxembourg Tél. : 286 25050
Clinique Bohler	9.00 pm to 4.00 pm	5, rue Edward Steichen L-2540 Luxembourg Tél. : 286 29020
ZithaKlinik	Monday from 7.00 am to noon Tuesday from 7.00 am to noon and from 12.30 pm to 4.30 pm Wednesday from noon to 5.00 pm Thursday and Friday from 7.00 am to noon	20-30, rue d'Anvers L-1130 Luxembourg Tél. : 286 35502



medication plan

## What should I bring?

- ✓ An identity document (identity card, passport)
- ✓ your CNS (Caisse Nationale de Santé) card
- ✓ your Caisse Médico-Complémentaire card Mutualist (CMCM), if applicable. If you are affiliated with another complementary insurance organisation, please inquire beforehand to find out what steps to take before your appointment,
- ✓ your signed informed surgical/medical consent
- ✓ the form with the contact details of the trusted support person to be contacted in the event of medical necessity (instructions for accessing the form can be found on page 50)
- ✓ a list of the medicines you usually take (name, dosage, schedule)
- ✓ laboratory results (less than 3 months) or prescription(s) received from your surgeon
- ✓ your X-rays or cardiac workup, if any
- ✓ your blood type card if you have one
- ✓ for a procedure on a child, his/her health record



### During your visit, you should also indicate:

- any change in your personal situation (address, telephone, family situation, health insurance company, and so on)
- if your admission is in connection with an work accident
- the different comfort services (single room, TV/telephone, companion, Wi-Fi)
- the administrative steps to be taken concerning your stay and the expenses at your charge
- the deposits to be paid on the day of your hospitalisation

## How long will it take?

Allow 2 hours for the transition to Pre-hospitalisation service. This time may vary depending on waiting times and test results.

If necessary, the pre-hospitalisation nurse can provide you with a certificate of attendance for the 2 hours of your appointment.

## Free and informed consent

The doctor will provide you with all the necessary information to enable you to understand the treatment or medical act and thus make your decision freely and in full knowledge of the facts. Your consent may be given in written form, depending on the risks involved in the procedures performed. It will be part of your care record (see chapter "My rights and duties").

I should hand in my free and informed consent form before a procedure and/or hospitalisation:

at the latest on the day of the examination or procedure,

in different places: medical consultation, Prehospitalisation service (PHS), Admission, medical-technical unit (radiology, endoscopy, polyclinic, etc.).

## Do I have to have an empty stomach for the pre- hospitalisation appointment?

No, unless the nurse specifically told you so when making the appointment.

## When will I know the date of my hospitalisation?

You will be contacted by the hospital on the Friday before your operation/hospitalisation: the date and the detailed arrangements of your admission will be specified to you.

At the Bohler Clinic, each patient leaves with her appointment with her date and time of admission for her operation.

At the ZithaKlinik you will be contacted the day before the operation to find out your admission time.

## I would like a single room: how do I go about it?

The Pre-hospitalisation and Admission services do not make room reservations (1<sup>st</sup> class, superior 1<sup>st</sup> class, or 2<sup>nd</sup> class) but will forward your request to the hospitalisation unit which will do its best to satisfy it. After your pre-anaesthetic consultation, go to the Admission service. The staff of the service will explain the different comfort services (single room, steps for TV/telephone, companion, etc.) and will help you determine if you have to pay an advance on the day of your hospitalisation and to prepare the estimates to be paid before the hospitalisation.

# My admission

## Opening

Admissions for scheduled hospitalisations take place from 6.30 am to 6.00 pm.



### Hôpital Kirchberg

Reception from Monday to Friday from 6.00 am to 9.00 pm, weekends and public holidays from 7.00 am to 9.00 pm  
Central (Counters 6 to 8) from Monday to Friday from 7.00 am to 7.00 pm, weekends and public holidays from 10.00 am to 6.00 pm

Admissions for scheduled hospitalisations from 7.00 am to 6.00 pm

### Clinique Bohler

From Monday to Friday from 6.00 am to 8.30 pm, weekends and public holidays from 7.00 am to 8.30 pm

Admissions for scheduled hospitalisations from 6.30 am to 6.00 pm

### ZithaKlinik

Monday to Sunday, including public holidays, from 6.00 am to 9.00 pm

Admissions for scheduled hospitalisations from 6.30 am to 6.00 pm






plan de médication

## What documents should I bring?

For the proper constitution of your administrative file, the coverage of hospital fees and the reduction of your waiting time at the time of your admission, please bring the following documents:

- 
- ✓ an identity document (identity card, passport)
  - ✓ the form with the contact details of the trusted support person to be contacted in the event of medical necessity (instructions for accessing the form can be found on page 50)
  - ✓ informed consent forms duly completed and signed by yourself (e.g.: anaesthesia, etc.)
  - ✓ the list of medications you usually take (name, dosage, schedule) by scanning the medication plan
  - ✓ if necessary: blood group card, letters, prescriptions, medical reports, test results of your previous examinations, vaccination card
  - ✓ or underage patients: all underage patients must be accompanied by an adult with parental and/or legal authority, who must imperatively provide the completed and signed handwritten authorisation to anaesthetise, hospitalise and operate

**To obtain the medical certificate confirming your hospitalisation from your employer, please contact your doctor.**

*Please report any change in your personal situation (address, telephone, family situation, health insurance) upon admission.*



**Depending on your insurance situation,**  
please submit the following documentation:

1



- ✓ Luxembourg health insurance fund (CNS, CMFEP, CMFEC, EMCFL...): membership card. In the case of current membership, the letter of membership sent by the health insurance fund indicating the personnel number and the beginning of validity
- ✓ CMCM (Caisse Médico-Complémentaire Mutualiste) : membership card
- ✓ complementary partner insurance (AXA, DKV, Foyer Santé, CIGNA, GMC/Henner) issued by your insurance company covering the fees of your stay
- ✓ Healthcare fund of a member country of the European Union: for scheduled hospitalisation, an S2 form, issued by the healthcare fund of which you are a member. Please note that your European Health Insurance Card only covers emergency admissions. Form DA1 is valid for accidents at work
- ✓ JSIS (Joint Sickness Insurance Scheme of the European Commission) : certificate of coverage that is valid on the date of admission
- ✓ foreign or private insurance from a country outside the EU : proof of coverage

*Please contact your insurance company or the organisation that takes care of your invoices for the procedure to follow. Please refer to the chapter "The fees of my stay" for further information.*

*A personal computerised patient record (French: DPI) is created when you are admitted to hospital. For more information, please refer to the chapter "My rights and duties".*

## Your Identification

For your safety, we ask you to check the accuracy of your personal data. When you are admitted to hospital, we will apply an identification bracelet with your details.

**Don't forget to check them.**

This is a security measure that allows each professional to verify your identity.

Keep this bracelet on your wrist until the end of your stay. If you lose it or if it becomes illegible, ask to have it replaced.

For the same reasons of identity-vigilance, health professionals will ask you throughout your stay for your first and last names as well as your date of birth before each consultation, examination or technical or nursing medical procedure.



## What services can I choose?

### (1<sup>st</sup> class or superior 1<sup>st</sup> class)

We will do our utmost to satisfy your request for a 1<sup>st</sup> class room. However, our facilities have to accommodate emergencies and many other types of consultation. If no 1<sup>st</sup> class room is available at the time of your admission or during your stay, we would appreciate your understanding.

To find out about the services offered by the superior 1<sup>st</sup> class rooms in the Bohler Clinic Maternity Ward, please ask for our brochure or visit our website.

### Terms deposit

A deposit will be required for services of personal comfort. It is calculated according to the number of days planned for your stay, the type of room and the comfort services chosen for the period.

If the estimated length of stay is exceeded, an additional deposit will be required.

### Telephone and TV

The request for the rental of a television and/or telephone can be made at the beginning or during your stay with the Admissions Department. In the event of a long hospital stay, you will only be charged for the rental of the television during the first 17 days of hospitalisation.

### Wifi

To get your access code for wifi in your room during your hospitalisation, please contact the Reception/Admissionservice.

### Safe

Most of the rooms are equipped with a safe that can be used free of charge. The staff of the care unit or the Admission service will provide you with all the necessary assistance on request.

For security reasons, we strongly advise you not to bring valuables into the hospital. HRS cannot be held responsible for any loss or theft.

### Can the person who accompanies me stay the night? Are you accompanying your child?

In a 1<sup>st</sup> class room, it is possible, under certain conditions, to have one of your relatives stay with you. Please refer to the chapter “The person accompanying me” for more information.



### What should I put in my suitcase for my stay?



- ✓ the list of your medication at the time of admission at the hospital (with or without a prescription)
- ✓ sleepwear
- ✓ a dressing-gown
- ✓ comfortable daytime wear
- ✓ underwear and socks
- ✓ closed shoes with non-slip soles to prevent the risk of falling
- ✓ toiletries (comb, soap, towels, sanitary napkins, tissues, shampoo, toothbrush, toothpaste, electric razor, etc.)
- ✓ glasses and/or hearing aid/ dental appliance and their cases

### Is baby coming?

Consult the “**Maternity Kit**” brochure to prepare for the baby’s arrival or visit our website.

# The fees of my stay

## How are my invoices prepared?

**In Luxembourg, during your stay in any hospital ward, the invoicing is divided into two parts:**

- **Hospital invoicing:**

The hospital issues one or more invoices in relation to the hospital services provided to you (including, for example, the care provided by hospital staff, the provision of infrastructure and equipment, the medicines prescribed and dispensed, comfort services, etc.).

Our invoices are equipped with a **Payconiq QR Code** to facilitate payment.

**As a result, several invoices may be sent to you. Their allocation and distribution will depend on the place of your consultation, the type of examination and your health insurance cover.**

- **Medical invoicing:**

Our doctors work under an independent (private practice) status, with some exceptions.

Doctors under this independent status issue their medical invoices themselves.

The medical invoices correspond to the invoicing of the procedures performed by the doctors. In order to obtain reimbursement, these invoices, based on the procedure nomenclature codes, should be paid according to the payment methods defined by the medical secretariat concerned.



## My additional services

### Single room

Please note that the supplement for the single room (1<sup>st</sup> class) is not covered by the CNS.

In addition, any hospitalisation in a single room implies a 66% increase in medical fees not covered by social security.

If you are covered by a supplementary insurance, please contact your insurance company to find out the terms and conditions of any corresponding coverage.

### Companion package

**Is there someone accompanying you or would you like to accompany your child ?**

Please refer to the chapter "The person accompanying me".

### Other comfort services and supplements

All supplements not reimbursed by your supplementary insurance that are not specified on your hospitalisation certificate will be invoiced to you on discharge, according to your actual consumption during your stay, e.g. TV, daily charge, etc.

The final invoice will be given to you on discharge (or sent) by our Invoicing department, taking into account the deposit paid as well as any adjustments

Your insurer or mutual health insurance company remains your privileged contact for information on the benefits covered by your insurance contract.

The terms and conditions of coverage must be clearly stipulated on the coverage form delivered in your name to the HRS.



## How are my invoices handled?

### The hospital fees depends on several elements:

- **the insurance to which you are affiliated** (national or private)
- **the type of stay** (ambulatory, inpatient or semi-stationary)
- **the estimated length of stay**
- **the type of room occupied**
- **the type of treatment and care provided**
- **the cover and conditions of your mutual or complementary insurance** (options, third party payer)

**In the absence of an insurance certificate or proof of coverage, you will be obliged to pay your invoices to HRS before you can benefit from any reimbursement.**

## I'm registered with...

### ...a Luxembourg health insurance fund (CNS, CMFEP, CMFEC, EMCFL etc.)

Hospital services covered by Social Security are paid by the CNS via the third-party payer system, with the exception of a daily contribution payable by the insured person up to a maximum of 30 days per year (except in certain specific cases such as minors, childbirth, recognised and valid occupational accidents). Additional services that are not borne by the CNS will be paid directly to you by the hospital. Please note that the CNS does not cover the 66% surcharge on the medical fee invoice for the occupation of a first-class room. For further information on the invoicing of medical bills, please contact the relevant medical secretariat.

### ...the CMCM (in addition to the CNS)

As a member of the Caisse Médico-Complémentaire Mutualiste (CMCM), your daily charge is covered by the latter. As for the 1<sup>st</sup> class supplement, the CMCM will cover you depending on the nature of the surgical intervention and/or the insurance option taken out (Medical-Surgical Risk or Prestaplus). The amounts to be covered by the CMCM will be invoiced directly by the hospital to the latter.

**...a complementary insurance partner**  
(AXA, DKV, Foyer Santé, CIGNA, GMC/  
Henner) **in addition to the CNS**

Your invoices issued by the hospital for hospital services (stay supplements) can be sent directly to your supplementary insurance if a certificate of coverage is presented to the Admissions Department at the latest on the day of your admission. You must pay the doctors' bills yourself and then send them to the CNS and to your supplementary insurance according to the terms and conditions of your insurance contract.

*Special case: single room superior 1<sup>st</sup> class in maternity ward: certain additional insurance policies cover the hospital invoicing costs related to a stay in a superior 1<sup>st</sup> class single room in the maternity ward. Please check and request the necessary supporting documents from your insurance company.*

**...the JSIS** (Joint Sickness Insurance Scheme of the European Commission)

Hospital invoices may be sent directly to the relevant settlement office if a coverage agreement (RCAM scheme) or an RCAM coverage certificate corresponding to the stay is provided to us. For any questions regarding your coverage conditions, please contact the settlement office responsible for your file.

**...a fund of a member country of the European Union**

While European regulations grant the right of free choice of movement and care to nationals of the various member countries, this right can only be exercised in accordance with the strict conditions defined by the European Union. Therefore, if the conditions for coverage are not met, you will still have

to pay the bills for your care or treatment. You will then have to contact your membership organisation to obtain reimbursement.

**...a foreign or private insurance company in a non-EU country**

Please contact your insurance company to find out how to obtain cover. As delays can be long, we advise you to make your request in good time. In the event of emergency admission, you (or one of your relatives) should contact your insurance company as soon as you arrive. If your insurance company does not provide cover, you will be required to pay a deposit to the hospital's Admissions Department and all the costs of care and treatment will be borne by you. It is up to you to contact your health insurance company to obtain a refund.



Any questions **about accommodation costs, 1<sup>st</sup> class supplement, payments, and so on ?**

**Our Billing and Accounting departments will answer your questions regarding hospital invoicing.**

For questions related to doctors' fee statements, please contact the respective medical secretariat :

<p><b>Invoicing: information/ issuing patient invoices, memberships, etc.</b></p>	<p>Monday to Friday - except public holidays, from 10.00 am to 12.00 pm and from 2.00 pm to 4.00 pm Tel.: 286 - 95755 E-mail: <a href="mailto:fact_HRS@hopitauxschuman.lu">fact_HRS@hopitauxschuman.lu</a></p>
<p><b>Accounting: Settlement/checking payments, reminders, reimbursement, etc.</b></p>	<p>Monday to Friday - except public holidays, from 8.30 am to 11.30 am Tel.: 286 - 96730 E-mail: <a href="mailto:clients@hopitauxschuman.lu">clients@hopitauxschuman.lu</a></p>











MY  
STAY



My  
**stay**

# My visits

We consider contact with relatives to be extremely important. We will be happy to answer any questions you and your family may have and to provide you with the necessary explanations concerning the therapeutic measures or the care provided.

**Please refer to the hospital's website for possible changes to visiting hours.**



**Visiting hours:**  
**2.00 pm - 8.00 pm**

**Exceptions to this rule may be agreed with the nursing staff and the doctor of the department concerned.**

**Exceptions :**

- the accompanying person is authorised to visit the patient at any time, in agreement with the carer or doctor,
- in the case of childbirth, the father is welcome at any time.

During the presence of the nursing teams and for the smooth running of the care, please ask your visitors to:

- leave the room during treatment or medical visits
- take into account other patients' need for rest
- respect the visiting hours
- refrain from smoking



## Strolls around the hospital premises

If your state of health allows it, you can move around in the hospital or on the forecourt after informing the staff of the department.



### Exceptions

- within the **Neonatology unit** : parents can visit 24/7, personalised reception on site or by phone. For visits with siblings and extended family, please contact the health care staff
- in **paediatrics** unit, an accompanying parent is integrated into the treatment
- within the **Intermediate Care**, visiting hours are from 5.00 pm to 7.00 pm
- within the Juvenile **Psychiatry** Department, visiting hours are from 3.00 pm to 7.30 pm
- within the **Intensive Care (Resuscitation)** unit at the Kirchberg Hospital and the ZithaKlinik visiting hours are from 12.30 am to 1.30 pm and from 6.00 pm to 7.00 pm



## I'm a visitor : I protect the patient I visit, others and myself.

### How?

I'm a visitor and I help fight infection by washing my hands.

### When ?

- When I go in and out of the room
- Before and after touching the hospitalised person
- Before eating
- After blowing my nose
- After going to the toilet

### I adopt the right reflexes:

- I cover my mouth when I cough
- I do not visit a hospitalised person and/or a new-born if I have a contagious infection (cold, flu, gastroenteritis, etc.)
- I don't touch the medical supplies in the room
- I don't sit on the bed
- I follow the guidelines set up by the health professionals

**“Let's work together to prevent the spread of infection.”**

# The staff at my service

**During your stay in the hospital, you will meet various health care professionals, volunteers and expert patients.**

They will all contribute to giving you quality care, safely and in a timely manner. Anyone who enters your room will introduce themselves and explain their function, which may be medical or nursing, administrative or technical.

## The role of health care professionals

**The doctor** is responsible for your care and treatment during your stay. S/he works in collaboration with the members of the health care team who are in your care. The HRS, through their teaching mission, play an important role in the training of future doctors. During your stay, you will be able to meet doctors in training, students or trainees from various disciplines. They are always under the supervision of a doctor.

**The nurse** provides the care prescribed by the doctor, keeps a constant watch and advises you on your health.

**The nurse's assistant** works with the nurses to ensure your comfort and well-being and can help you compensate for any loss or decrease in your autonomy.

**The specialist nurse/midwife** works together with you, involving you continuously in your care and in decisions that affect you.







## Other professionals

**Depending on your state of health and your needs, you may also meet with members of a multidisciplinary team** (dietician, diabetologist, physiotherapist, tobacco addiction specialist, speech therapist, occupational therapist, etc.)

**The social service** offers you social care during your hospital stay. This is done in accordance with your life plan, in order to assess your situation as well as possible and thus find a solution to the difficulties you encounter. In particular, you can contact the social service for:

- organising the help and care you need when you are discharged from hospital,
- requests for administrative assistance from your health insurance, government departments, reception and accommodation centres, follow-up care centres, etc.

**The social worker** will then offer you advice, information and support.

If necessary, you will be referred to the external social network to ensure continuity of social support.

**The HRS team of psychologists and neuropsychologists** is at your service and that of your loved ones, in order to offer you personalised psychological care during your hospitalisation in one of our units. They work in close collaboration with the other health care providers who care for you during your stay. In order to ensure the continuity of your outpatient psychological care, you may be referred to outpatient services.

**The logistics officer** is in charge of the maintenance of the rooms and all the premises of the facility.

**The administrative staff** is available to welcome you and accompany you through the administrative procedures involved in your hospitalisation.



## Other staff at my service

**Patient and family support associations** are present on certain sites and ready to meet you. Ask a member of your care unit for a list of volunteers working within the HRS.

In the case of a chronic disease, some care units offer group sessions with themed workshops to share your experience and exchange with others in the same case. Facilitated jointly by caregivers and trained patients (called “**expert patients**”), they take place in a relaxed and friendly atmosphere.



**Therapeutic education aims to help patients and their families to acquire and maintain the skills that they need to best manage their lives with a chronic disease and improve their quality of life.**

## The badge

Each of your contacts wears a badge that will allow you to identify them. Don't hesitate to ask for their name and job title.

**RS** HÔPITAUX  
ROBERT  
SCHUMAN

MULLER  
Sandra  
*Maternity (hospitalisation)*

*Nurse*

## My hospital admission interview: be an actor in your care

Upon arrival in the care unit, you will be greeted by a team member who will introduce you to the service and settle you into your room. The nurse or caregiver will meet with you to gather a certain amount of information necessary for your care:

- lifestyle habits
- sleep
- food
- current treatment prescribed by your doctor (dosage, posology)
- treatment taken on your own initiative (natural remedies, food supplements, self-medication, etc.)
- allergies (food, pollens, etc.) and reactions to certain medications (penicillin, etc.)
- carrying multi-resistant bacteria (BMR) or methicillin-resistant staphylococcus aureus (MRSA)
- medical events in your immediate family
- trusted support person (see chapters "My admission" and "My rights and duties")
- Informed consents completed and signed if not provided in advance (see chapter "My Admission")
- expectations and concerns about your care
- organising your discharge from the hospital
- any other information you feel is important to communicate to the team

For your safety, it is important that you are familiar with the medications you are taking and that you return them to your care unit when you are hospitalised. During your hospital stay, medications are provided to you by the hospital pharmacy. The medicine you usually take at home may not be available at the hospital. Therefore, you may receive, while you are in hospital, alternative medicine that has been validated by your hospital doctor.

If you have any questions about your medication during your treatment, pharmaceutical assistance is available on : **286 – 9 3352**

This information will be noted in your computerised file and treated confidentially at all times.

The nursing staff will ask you for the information noted on your identification bracelet (surname, first name and date of birth) before each treatment or examination.



# My room

## Rooms

**1<sup>st</sup> class** (individual) and  
**2<sup>nd</sup> class** (double)

The single and double rooms, all spacious and comfortable, are equipped with:

- a bathroom
- a nurse call system that is installed next to your bed and allows you to call a nurse if needed
- a telephone and a television for each patient, as well as Wi-Fi access
- a refrigerator built into the bedside table in most rooms
- a safe

### Tip: stay active in the hospital

Whatever your age, it is advisable to move during your stay if your state of health allows it. This will allow you to recover and regain your abilities and independence more quickly. Ask your health care team for advice.



Only double rooms are available for geriatric rehabilitation in Zithaklinik.

## Special to Bohler Clinic

In the maternity ward, the rooms are equipped with a cot or half-moon bed for your baby and a corner dedicated to baby care.

## Superior 1<sup>st</sup> class rooms (Adagio) at Bohler Clinic

*These suites and rooms are elegantly furnished and offer high quality amenities, designed to create a stay for mother and child with maximum comfort, favouring the parent-child bond from birth. Ask for the dedicated brochure for details of the premium services offered.*

Please note that any first-class accommodation or additional services will result in extra charges (see page 15).



**A gesture  
for the planet :  
selective sorting area**

A selective sorting area for recyclable waste is at your service on most floors.

A multi-compartment waste bin allows you to dispose of plastic bottles, cans, glass bottles, batteries, cut flowers and



# The person accompanying me

**Would you like to be accompanied by a relative?** If so, we have set up a “companion” accommodation system for you to use.

## Overnight stay

For reasons of security and discretion, having a companion in your room is possible under the following conditions:

- if you are in an undivided room only
- after prior registration with the Admission/Acceptance Department

An extra bed can be provided by the establishment.

In order to participate in the smooth running of the care unit, the patient must respect the rules of good manners and safety (see chapters “My visits”, “My safety” and “My rights and duties”).

If your supplementary insurance does not cover you directly, you will have to pay the daily accommodation fee. You will be asked to pay a deposit.

### Specially for maternity :

It should be noted that the “companion bed” package is included in the case of occupancy of a superior 1<sup>st</sup> class room, in the context of a maternity stay.

### You are accompanying your child :

In the event of the hospitalisation of a child under 14 years old, accommodation costs (accompanying bed) are covered by the CNS for CNS-affiliated patients, except for meal expenses. These costs, such as the costs of accompanying underage patients from 14 years old, can under certain conditions be covered by your supplementary insurance. Please contact your insurer for more information.



## Meals

Companions can share the 3 meals of the day with the patient.

Meals and overnight stays are invoiced in full on the final bill during discharge.

**Fancy a snack ?** Find all the information in the chapter “My practical services”.

## Parking

Some patients (dialysis, chemotherapy, etc.) and companions can benefit, on request, from a more favourable package, in case of long-term parking. Prices are available on our website.

### Superior 1<sup>st</sup> class E-Bau (Zithaklinik)

On request, your companion in the “superior 1<sup>st</sup> class” suites and rooms can benefit from a fixed-price catering service for “companions”, provided in partnership with “Léa Linster” (see chapter “My meals”).

A badge is given to you at the Bohler Clinic reception when you are admitted. This badge gives you free access to the underground car park during your stay.

### Superist 1st class E-Bar (ZithaKlinik)

Different packages offering a range of services can be offered to the accompanying persons.

### Hôpital Kirchberg

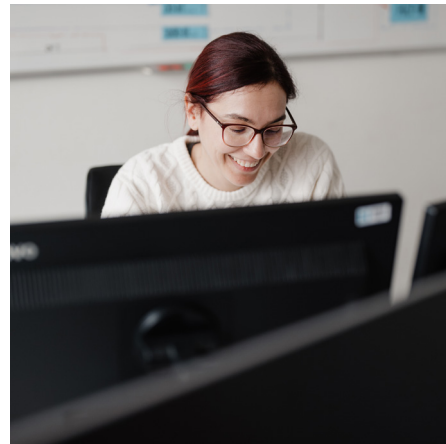
Remember, during admission, to ask for the document that validates meal reservations. Alternative: Oberweiss (at the patient's expense, opening hours available on the website)

### ZithaKlinik

In your room (see with the nursing staff on your floor). Alternative: Café Ho'Co Ar'Time on the 1<sup>st</sup> floor (at the patient's expense, opening hours available on the website)

### Clinique Bohler

The nurse or the catering hostess for your floor will take your orders. Alternative: Café Spettacolo on the ground floor (at the patient's expense, opening hours available on the website)



# My meals

## Your meals are cooked on site by our chefs.

Our team of dietitians and the Catering Department work together on a daily basis to compose menus adapted to each patient profile.

Your menus are analysed in accordance with your state of health and respect different nutritional approaches. They are developed according to the establishment's nutritional policy and are validated by our doctors.

Your meals take into account the 14 referenced allergens.

Remember to report any form of allergy during your visit to the pre-hospitalisation service (PHS) or when you are admitted to the care unit.



	Breakfast	Lunch	Dinner
<b>Hôpital Kirchberg</b>	7.30 am- 8.00 am	12.00 pm	6.00 pm
<b>Clinique Bohler</b>	7.30 am- 8.00 am	12.00 pm	6.00 pm
<b>ZithaKlinik</b>	7.30 am	11.30 am- 12.45 pm	5.00 pm- 6.00 pm

## My meal times

For lunch and dinner, extended periods are provided at the Bohler Clinic's maternity ward for young mothers.

For patients who do not follow a specific diet and whose hospitalisation is longer than 48 hours, our staff will drop off our weekly menu schedule (Kirchberg Hospital, Bohler Clinic and ZithaKlinik).

If the hostess comes by, you can compose your three meals "à la carte".

Your choice is valid for the week or the duration of your stay if it is less than a week. Your meal tray, ordered in advance from the menu, will be served in your room at the scheduled meal times.

In the event of surgery, the nursing staff will let you know when you can eat and drink, and will bring you a tray outside of normal hours.

Depending on the reason for your hospitalisation, it is sometimes necessary to follow a specific diet (e.g. a residue-free diet, diabetic diet, etc.). In this case, the menu system is not applicable.

### **Specialty for maternity :**

The maternity dining room is only for new parents at the Bohler Clinic. New parents can gather for dinner and a talk, with their babies.

### **Room 1<sup>st</sup> superior class (Adagio wing) and E-Bau (ZithaKlinik)**

The suites and rooms “1<sup>st</sup> superior class” offer you a “premium” package including room service:

- “Premium” catering of all meals in the room (breakfast, lunch, dinner, etc.). The service is provided in partnership with “Léa Linster” for lunches and afternoon teas
- quality pastries

On request, your companion, in the “superior 1<sup>st</sup> class” suites and rooms, can benefit from a fixed price for “companion” catering services.

A badge is given to you at the Bohler Clinic reception when you are admitted. This badge gives you free access to the underground car park during your stay.

On each floor, snacks and drinks as well as bottled water, are available in the vending machines.



### **A gesture for the planet : responsible cooking**

The Catering Department of the establishment follows a policy of sustainable production management, the main objectives of which are to:

- eat better and in a reasoned way when choosing products for our customers, including respect for biodiversity, energy efficiency to fight against global warming, and the use of products from local suppliers or the Greater Region
- limit food losses and wastage at the source of collective catering for staff members and patients: the establishment recycles food waste in the form of bio-gas in a waste reduction policy; the aim is to produce as little as possible and limit losses



# My useful services

2

We have made it a point of honour to ensure that our facilities have friendly and welcoming places for our patients and visitors. It is with this aim in mind that we offer you a whole range of facilities designed to make your visit or stay in our establishments easier and more pleasant.

## Art'Time

In order to make the corridors and waiting rooms ever livelier, there is an annual programme of photography, sculpture and painting you can visit at the Kirchberg Hospital and the ZithaKlinik.

## Guidance and Pastoral Care Service

The staff members of the Guidance and Pastoral Care service are at your disposal to offer you spiritual support through true listening, presence and understanding respecting your religious traditions and your philosophy of life.

The Guidance and Pastoral Care service also liaises with representatives of other religions.



<p><b>Hôpital Kirchberg/ Clinique Bohler</b></p>	<p>Monday to Friday: Tel: 286-92604 / 286-92605 &gt; chapel on 1st floor open all day</p>
<p><b>ZithaKlinik</b></p>	<p>Monday to Wednesday, Friday: Tel: 286-92603 &gt; 1st floor chapel &gt; open weekdays between 7.00 and 18.00 <b>Church service :</b> Sundays and public holidays at 11.00 in the chapel of the convent of the Tertiary Carmelite Sisters.</p>

## Snack bar - Newspapers - Magazines - Gifts

<b>Hôpital Kirchberg</b>	<p><b>Oberweis</b> : reception hall Please refer to our website for opening hours</p> <p><b>Kiosk</b> : reception hall Please refer to our website for opening hours</p>
<b>Clinique Bohler</b>	<p><b>Cafe Spettacolo</b> : on the ground floor Please refer to our website for opening hours</p>
<b>ZithaKlinik</b>	<p><b>Restaurant Café Ho'Co Ar'time</b> : on the 1<sup>st</sup> floor Please refer to our website for opening hours</p>
<b>Clinique Sainte Marie</b>	<p><b>Cafétéria and Ho'Co Minett's Café</b> : on the ground floor Please refer to our website for opening hours Vending machines for drinks, snacks and snacks are available in the entrance hall on the ground floor and on the 8<sup>th</sup> floor.</p>

It is recommended to bring cut flowers as potted flowers and plants present a risk of spore contamination.

## Photographer

If your baby is born at the Bohler Clinic, a professional photographer will come to your room and offer to take pictures of your child. With your agreement, the photos will be archived in our birth diary, visible on the home page of this site, the day after the photo shoot. You will be offered a free photo.

## Banking/Vending Machine

### Hôpital Kirchberg / Clinique Bohler

BIL bank branch - Kirchberg branch 9, rue Edward  
Steichen  
L-1855 Luxembourg Tel.: 24 59 83 00  
Hours of operation:  
Please refer to [www.bil.lu](http://www.bil.lu) for opening hours  
ATM: reception hall and in the bank agency



# My safety

2

## The safety of my care

### Hand hygiene

Your participation in infection control is paramount. Hand hygiene is a simple and very effective way to protect against the risk of infection.

#### When to wash your hands?

- As soon as your hands are dirty
- After going to the toilet
- Before eating
- On entering and leaving the room
- Before and after having visitors
- After blowing your nose

### Preventing falls

Even if all falls cannot be avoided, we promote patient autonomy. Ask the nursing staff for advice.

### Preventing pressure sores

A pressure sore is an injury caused by compression of the skin, muscles and blood vessels crushed between a hard surface (mattress, chair) and your skin. The areas most affected are the heels and the seat. The first signs are redness and pain. Contact your health care staff and ask them to help you move. Find additional info on :

[www.acteurdemasante.lu/fr](http://www.acteurdemasante.lu/fr)

### Safety in the operating theatre

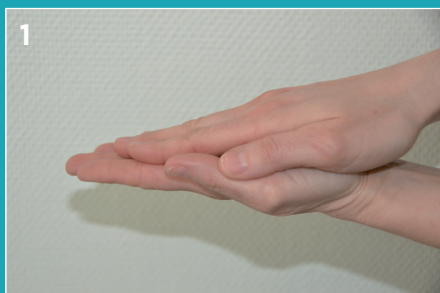
After your participation in the update of your care record, you will be asked to repeat your surname, first name and date of birth several times and indicate the part of the body that will be operated on. A series of checks will be carried out before you enter the operating theatre. Your participation will be requested during the “preoperative marking”: an arrow may be drawn on a part of your body depending on the type of operation.

The professionals working in the operating theatre have drawn up a checklist “Patient safety in the operating theatre” aimed at improving the sharing of information and at carrying out a verification with you of the criteria considered essential before, during and after any surgical operation.



## How do I disinfect my hands?

With a hydroalcoholic solution, if your hands are visibly clean. Wash hands with soap and water if your hands are dirty.





## My physical security and that of my property

### Identity-vigilance

No act is performed without checking your identity. Identification is a prerequisite for any act of care and incurs the liability of the caregiver. Make sure that the person identifies you correctly.

The staff must also verify your identity with the identification bracelet and all the documents in your file. This helps to avoid cases of “mistaken identity”. Ask for the brochure “Inform, share and act for your security» on your floor.

Our hospitals have a 24-hour security team. In the event of an abnormal situation or presence, please call or have a member of staff immediately notified. The staff member will contact security.



### In the event of fire or an exceptional situation

Staff members regularly participate in fire-alert training or emergency management drills. In the event of a real alarm, they will direct you to the emergency exits in complete safety. The map of these routes is posted near the accesses to your floor.

### My personal belongings

There is a lockable metal cupboard in your room and some rooms have a safe in which you can store your valuables, which remain, however, entirely your own responsibility. The conditions of use will be given to you at the Admission desk. HRS accepts no liability in the event of loss or theft.



### Door closing times

<b>Hôpital Kirchberg</b>	9.00 pm, then you can ring the bell at the main entrance. Open 24 hours a day out of hours
<b>Clinique Bohler</b>	8.30 pm, then you can ring the bell at the main entrance
<b>ZithaKlinik</b>	8.00 pm, then you can ring the bell at the main entrance



For security reasons, we strongly advise you not to bring valuables into the hospital. HRS cannot be held responsible for any loss or theft.





3



3

My  
**discharge**

# My discharge

## **Your doctor validates your discharge and sets the final discharge date with you.**

The health professionals will organise your discharge with you and/or your family and will answer your questions. When you leave the hospital, it is imperative that you present yourself to the Admissions Department only at the time as your discharge to finalise your check-out. **Except in special cases, you will have to leave your room before 11.00 am.**

## My discharge formalities

- **The nursing staff will give you the documents you need for your discharge** (prescriptions, discharge letter, your medication plan if necessary...)
- **your continuity of care programme** (next appointments, etc.)
- **you will be asked to participate in our discharge survey programme**
- **if you have a key safe in your room**, we recommend that you give the key to the nurse on the ward. Make sure you have not forgotten anything in your room or in your safe
- **go to the ward nurses' room**
- **report to the Admissions Department** (counters 6 to 8 for Kirchberg hospital) **to finalise your check-out. In case your invoice cannot be issued immediately, it will be sent to you at your home** (see chapter "The fees of my stay")

Underage patients must be accompanied by the person in charge with an identity document.

## **If you have given birth:**

on the day of your departure, the paediatrician will examine your child and give you your baby's documents. The team will answer all your questions. Please go to the Bohler Clinic reception to finalise your check-out.

## Médicaplan: a simple and effective tool to help you manage your medication

**A medication plan may be given to you on discharge. This is a document that allows you to write down a list of all the medication you usually take:**

- **all prescription medicines** (tablets, drops, puffs, sprays, patches, syrups, ointments, injections, suppositories, etc.)
- **all non-prescription medicines** (including vitamins, food supplements, herbal medicines, homoeopathy, alternative medicines, etc.).

## Satisfaction survey : we are interested in your opinion...

During your hospitalisation, the healthcare staff of the unit in which you stayed will ask you to fill in a questionnaire to measure your level of satisfaction in seven areas (reception, medical care, organisation of your discharge, pain management, security, hotel service and general hospital operations).

By sending us your opinion, anonymously if you wish, you are actively participating in our continuous improvement of the quality regarding the services provided by our hospital.

Once you have signed the questionnaire, we invite you to hand it over to the health care staff in the care unit or to drop it off in one of the letterboxes provided for this purpose (at the exit of the care unit or in the hospital lobby at each of the hospital group's sites).

Thank you in anticipation of your interest in our continuous improvement process by participating in our survey. All the teams remain at your disposal for any comments and suggestions.

To fill it in, you can ask a health professional (doctor, pharmacist, nurse, etc.) or a relative to help you. Update it when any new treatment or change is made to it.

Keep this document with you and remember to bring it with you when you visit a health professional or hospital. You can download the document at : [www.medicaplan.lu](http://www.medicaplan.lu)

### I wish to leave against medical advice

Please refer to the chapter "My rights and duties".

### Lost or stolen items

In case of loss, please contact the nurse in your care unit. A specific procedure is planned for this purpose. In case of theft, a report to the police will be necessary.



## After my hospitalisation

Our website provides you with the possibilities for any home treatment (care, support in daily life, etc.) offered to you by our partner care network.

These partnerships allow us to guarantee the continuity of your care, while respecting your freedom of choice. In this way, we offer you and your family and friends comprehensive care that respects your needs and expectations.

In addition, to organise your discharge, the social worker can help, advise and support you in the administrative procedures and direct you to the appropriate services and associations that can take care of you after hospitalisation in order to ensure continuity of care.



Please find the details of our partner care network

## My transportation home/to another care facility

If you wish, our care or reception staff can help you to organise your return home, order a taxi or give you information about bus routes.

If your state of health requires it, you can return home by ambulance. In this case, you will be given a transport voucher issued by the doctor. This voucher will enable you to have the costs covered by your insurance company.

Thanks to the transfer letter, we ensure the transmission of information to the medical and nursing teams continuing your care.

## In the event of death

Faced with this difficult situation, we offer a support and accompaniment service for patients at the end of life and their relatives (see chapter “My practical services”).

In the event of death, there are many decisions and steps to be taken and organised, all within a short period of time. The family and friends will need certain documents which will be provided by the hospital. We invite you to ask the care unit for the “Practical guide in the event of the death of a loved one” to guide you.

If, during the person’s lifetime, the person has expressed the wish to become a donor, it is possible after most deaths to take tissue samples: corneas, epidermis...

**Talk to the staff of your care unit.**









4

My rights  
**and duties**

# Service rules

The hospital is a place that receives the public, where everyone must respect the basic rights of all: of other patients as well as staff.



## Foodstuffs

Visitors must refrain from bringing food or beverages into the hospital.



According to the provisions of the anti-smoking law, smoking is prohibited on hospital premises. Electronic cigarettes are also prohibited. Smoking areas are available outside.



## Alcoholic beverages, drugs, and weapons

It is prohibited to introduce or consume drugs or alcohol on the hospital premises. It is strictly forbidden to bring weapons or other dangerous objects or objects that can be used as weapons into the hospital.

**Our addiction service is available to anyone with an addiction problem.**



## Courtesy

You are asked to maintain a respectful attitude towards hospital professionals.



## Material damage

You must respect the good condition of the premises, equipment and furniture of the hospital.



## Dress code

Decent dress and personal hygiene are required outside the room and when you moving around the hospital.



## Noise pollution

You should help protect your neighbours' rest by limiting TV or radio noise pollution and the number of visitors you have. You should respect visiting hours, and show discretion and good manners.



For reasons of hygiene, animals are not allowed inside the hospital. Exceptions may be granted in certain exceptional cases (palliative care, assistance dogs).



## Stop violence in the hospital

We will systematically prosecute any person who allegedly has a violent attitude to or says violent things about hospital staff or equipment.



## Photo and film

Photographing/filming (image or sound) of a hospital employee or providing treatment is in principle prohibited. Photographing/filming other patients is strictly forbidden, either directly or in the background.

# Medical information and participation in therapeutic decisions

**The law of 24 July 2014 on the rights and obligations of the patient** applies to the relationship that is established as soon as a patient turns to a healthcare provider to benefit from healthcare.

## Right to be assisted

(Art. 7 of the law of 24 July 2014)

You have the right to have your steps and decisions concerning your health taken by a person of your choice, a health professional or not, called a “companion”. The role of the companion is to support and help you. You remain in control of your decisions, but if you wish, the companion can be integrated into your care.

## Designation of a trusted support person

(Art. 12 of the law of 24 July 2014)

You may designate a trusted support person, of your choice to make decisions regarding your health status in the event that you are temporarily or permanently unable to exercise your rights. The designation of a trusted support person is made in writing and can be revoked at any time. It is up to you to inform the person that you have chosen. Any decisions you make about this will be recorded in your medical file.



Download, complete and return the form by your admission date at the latest.

## End-of-life provisions

(Art. 4 of the law of 16 March 2009 on euthanasia and assisted suicide)

You may, if you wish, make a written declaration, called a “declaration of intent”, to clarify your wishes for the end of your life, in the event that you are unable to express your will. Your wishes may relate to the end of life, including conditions, limitation and cessation of treatment, including treatment of pain and provision for psychological and spiritual support. These guidelines, valid for an unlimited period of time, can be changed or cancelled at any time. In order to be taken into account, make sure you communicate them to your trusted support person, the doctor, the care team that will take care of you within the establishment.



To accompany you, consult the brochure “my wishes at the end of life”.



### **Request for euthanasia**

(Art. 2 of the law of 16 March 2009 on euthanasia and assisted suicide)  
In the event of a medical situation with no way out, accompanied by constant and unbearable physical or mental suffering, you can apply for euthanasia or assisted suicide. This request can be made in advance through the end-of-life provisions in case you are no longer able to express your will. The end-of-life provisions are obligatorily registered with the National Commission for Control and Evaluation at the Ministry of Health, L-2935 Luxembourg, which is obliged to ask you every 5 years for confirmation that this request is still the expression of your will. A copy of all your requests is recorded in your patient file.

### **Discharge during hospitalisation / treatment**

If you are free to leave the facility at any time during hospitalisation/ treatment, early discharge is at your own risk.

### **Right to be understood**

(Art. 8 of the law of 24 July 2014)  
If you do not speak one of the administrative languages of Luxembourg (Luxembourgish, French, German), you can be assisted under your own responsibility by an interpreter to take information on your state of health and express your wishes and needs.

### **Mutual respect, dignity and loyalty**

(Art. 3.2 of the law of 24 July 2014)  
You are a participant in your own healthcare and you are working as part of a team by providing the health professional with all the information relevant to your care. During your care, you will of course show respect to the healthcare personnel and other patients.



**Right to quality care**

(Art. 4 of the law of 24 July 2014)

Except in the case of priorities due to the degree of urgency, you are entitled to the best possible healthcare and have equal access to that care. Care must be provided in an effective manner and in accordance with scientific and legal standards. Furthermore, care must be organised in such a way as to ensure its continuity in all circumstances.

**Refusal of treatment and continuity of care of a patient**

(Art. 6 of the law of 24 July 2014)

The health care provider may refuse to treat a patient for personal or professional reasons. Refusal to provide health care may in no case be linked to discriminatory considerations, irrespective of income, gender, sexual orientation, philosophical or religious beliefs, etc.

Wherever possible, the health-care provider shall always provide emergency first aid and continuity of care.

**Free choice of health care provider**

(Art. 5 of the law of 24 July 2014)

You are free to choose the health care provider you wish to be covered by. For all medical acts performed within a hospital, this choice is nevertheless limited to providers approved by the hospital.

**Referring doctor**

(Art. 19bis of the Social Security Code)

Since 1 January 2012, you can choose, if you wish, your referring doctor. This doctor plays a central role in your medical care, particularly in the case of chronic illnesses or complex health problems. The referring doctor will be the one who usually treats you and who coordinates and ensures your medical follow-up by referring you to other health professionals if necessary.

**Hospital Ethics Committee**

The Ethics Committee is composed of 20 full members appointed by the Board of Directors. Its primary mission is to issue a concerted and consensual opinion on any question or situation of an ethical nature. It also promotes reflection and awareness-raising with a view to a set of values and moral principles in the field of ethics. Professionals of the institution, patients and their relatives and families may address the committee directly, either by:

- **letter** : Hospital Ethics Committee,  
Executive Secretariat Kirchberg  
Hospital at 9 Edward Steichen Street  
L-2540 Kirchberg
- **email** : [ceh@hopitauxschuman.lu](mailto:ceh@hopitauxschuman.lu)
- **phone number** : (+352) 286 - 92006  
and (+352) 286 - 95552 or  
(+352) 286 - 31000 (outside working  
hours and days)



Hôpitaux Robert Schuman



# Information about me

## My consent

### Right to information on the state of health and consent

(Art. 8 of the Act of 24 July 2014)

All health professionals will inform you about your state of health and its likely evolution, the care benefits and procedures you are receiving or will receive and the risks that go with it.

This information is compulsory in order to enable you to give your free and informed consent to the care and procedures that will be offered to you.

Consent is the authorisation you give for care provision following appropriate information. The types of consent are as follows :

**Tacit consent** : this is presumed authorisation that is demonstrated through your participation, gestures and attitudes. The contrary desire is not expressed.

**Express consent** : this is the explicit or oral authorisation of a medical procedure or a new treatment, for example.

It is also the written authorisation for certain procedures such as surgery. This type of consent is a statement of agreement expressed very clearly and unequivocally.

In the event of an emergency and when it is not possible to confirm your wishes, the doctor performs all the necessary procedures that your health condition requires.

Throughout your treatment, the medical and nursing team ensures that you consent to the procedures being performed.

- **Free means no one can force you to consent and your refusal does not in any way compromise your right to quality healthcare based on the treatment options you choose.**
- **Informed means that you have received all the necessary information about what is being proposed. This includes the diagnosis, the type of treatment, the procedure to be performed, the degree of urgency, the associated benefits and risks, the consequences of refusal and the alternative treatment options.**

**The HRS aim to promote a relationship of trust in which the patient is seen as a partner in their own well-being and health.**

If you are well informed, you are able to participate in the therapeutic decisions that concern you.

The trusted support person that you designate (see trusted support person page 50) helps you make decisions.

### In practice



- ☒ the medical and nursing team ensures that I am capable of giving consent and keeps my trusted support person informed
- ☒ I can ask any questions and request explanations about my treatment or other treatment options at any time
- ☒ I can ask the doctor repeat the information to understand it better
- ☒ I inform the medical and nursing team of my preferences, needs and concerns
- ☒ I complete the informed consent form that is given to me in certain specific cases, for example for a surgical procedure. This document is to be read, and supports the explanations given by the doctor
- ☒ I confirm with the medical and nursing team that I have understood
- ☒ I may refuse or withdraw my consent at any time without such a decision impacting my right to quality healthcare based on the accepted treatment options

### Rights of access to patient records and health data

(Art. 16 of the law of 24 July 2014)

Your patient file contains documents containing data and information of all kinds concerning your state of health and its evolution during treatment.

You have the right to have its contents explained to you. You have a right of access to your patient file and may request a copy of all or parts of it.

The cost of reproduction (copying) and, if necessary, the cost of sending it are in principle at your expense.

For any request for a patient file, contact the Executive Secretariat by email at **demande.dossier@hopitauxschuman.lu** or by phone at **286 95613**.

### Medical secrecy

(Art. 458 of the Luxembourg Penal Code)

Professional secrecy prohibits the persons who are subject to it (doctors, midwives, nurses, etc.) from revealing secrets about you or your state of health to third parties, in order to ensure your intimacy and privacy.

You can therefore confide in health professionals in complete confidence.

### Data protection (GDPR of 28 May 2018)

Your personal data is processed in accordance with applicable laws and regulations, including the "General Data Protection Regulations".

For more information, please consult the information note "**Protection of your personal data**" available on our website ([www.hopitauxschuman.lu/rgpd](http://www.hopitauxschuman.lu/rgpd)), at the HRS reception desk or from our Data Protection Officer.

([privacy@hopitauxschuman.lu](mailto:privacy@hopitauxschuman.lu))

### Image rights

Your right to private images is total.

You have the right to oppose the publication of your features without permission. However, an exception is made when the published image concerns a person involved in a current event in which he or she is the main actor. Film and sound recordings and photos taken on one of our sites and intended for publication require the prior agreement of the management.

### My Shared Care File (DSP)

It enables patients and doctors in Luxembourg to view all documents (reports, medical imaging images, lab results, etc.) relating to medical tests carried out in Luxembourg.

- **You already have an account :**  
> *log in to your portal*



- **To access e-Santé services :**  
> *activate your account*





**Therapeutic risk and adverse events**

Healthcare professionals must do everything possible to achieve the desired result, but they cannot guarantee it. This is the therapeutic risk that you must take into account.

In addition, it unfortunately happens that incidents occur as a result of and/or during the care of a patient (adverse events). It is impossible to anticipate every adverse event. When an adverse event occurs, healthcare professionals carry out tests in order to implement actions for improvement so that this type of situation does not reoccur.

Reporting an adverse event means improving the quality and safety of patients and staff.

If you observe a problem related to your care (e.g. spelling error on the ID bracelet, etc.), or if you feel unsafe, we encourage you to speak directly to a staff member. Each reported case will be analysed to reduce the risk of repetition.

**Participation in a research project**

(Grand-Ducal Regulation of 30 May 2005 on the implementation of good clinical practice in the conduct of clinical trials on medicinal products for human use)

**For each participation in a biomedical research project (clinical trial), you must be informed in advance and have signed a specific informed consent form.**



# Listening to me and giving me a voice

If you need information or wish to make a complaint, first talk to the medical and care team in the department, who will usually be able to give you information or guidance.

The Patient Relations Department is also at your disposal to receive your complaints and will forward them to the appropriate person, via :

**Patient Relations Department**

**Mail :** 9, rue Edward Steichen

L-2540 Luxembourg

**Email :** [ecoute@hopitauxschuman.lu](mailto:ecoute@hopitauxschuman.lu)

The Patient Relations Service is also at your disposal. For any request regarding a patient file, please contact the executive secretariat by email at :

**[demande.dossier@hopitauxschuman.lu](mailto:demande.dossier@hopitauxschuman.lu)**

If you have any suggestions or comments, please ask the staff in your care unit for our satisfaction survey “**Your opinion matters**”.

The national health information and mediation service ([mediateursante.lu](http://mediateursante.lu)), as part of its mission of prevention, information and advice, is also at your disposal. The use of this service is free of charge. Visit **[www.mediateursante.lu](http://www.mediateursante.lu)** for more information.

## Fighting pain : pain is not a fatality

The Robert Schuman Hospitals are committed to managing your pain with your participation, which is essential in its prevention and treatment.

### Relief is possible, but how ?

We encourage you to read the documents available to you. You are the only person who can describe your pain. The more information you give us about your pain, the better we will be able to help you.

You will be asked regularly by the health care team to assess the intensity of your pain. The strategies proposed to relieve your pain include: the use of painkillers, as well as non-drug methods proposed by the care team and/or the multidisciplinary team (massages, hot, cold, psycho-social support, relaxation, distraction, hypnosis in some cases...).

You will always be a partner in the choice of your pain relief treatment. In the case of intractable pain, the Pain Service, composed of algologists and nurses who are experts in pain, can step in.

**Become a member of the  
Patient-Professional Partnership  
Committee (CPPP)**

**As a patient or patient's relative, you can  
by joining our committee :**

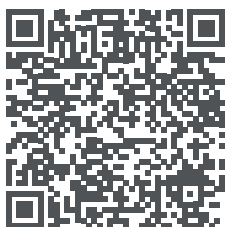
- play an active role in improving care and services at Robert Schuman Hospitals,
- in close collaboration with the institution's professionals

**Committee's missions :**

- Integrate your perspective with that of healthcare professionals
- Capitalise on collective intelligence
- Improve hospital care by adapting it to the population's expectations

For example, you can collaborate on a project, an event, a training course, an information brochure...

If you'd like to get involved, all you have to do is fill in the online form.





5

# My contribution

## I wish to donate my organs and tissues

The Luxembourg law of 25 November 1982 specifies that every resident of Luxembourg is a potential organ donor. This means that organs and tissues can be removed after the death of a person who has not, during his or her lifetime, made his or her refusal of such removal known. It is therefore important to express one's position and communicate it to one's relatives.

Organ removal is carried out after brain death has been pronounced in intensive care. These organs, such as the heart, liver or kidneys, make it possible to replace the function of failing organs and give new life to transplant patients.

Different tissues, such as the cornea, can be removed after most deaths in intensive and normal care. Thanks to corneal transplantation, many visually impaired or blind people regain normal vision.

**Organ or tissue donation is a procedure that is:**

- **anonymous:** the law guarantees the anonymity of both donor and recipient
- **free of charge:** any remuneration in return for one or more organs or tissues is prohibited by law
- **a generous act of solidarity** that can save lives

## I contribute to the health projects of the Robert Schuman Hospitals Foundation (FHRS)

The FHRS supports activities related to healthcare by investing in infrastructure and equipment projects, innovation, medical and scientific research, and training and teaching activities, all of which contribute to better quality care and a more humane hospital. The foundation is recognised as being of public utility and is therefore entitled to receive tax-deductible donations.

By financially supporting the FHRS, you are supporting all our projects, our research and care activities and the quality of life of patients.

**Visit [fhrl.lu](http://fhrl.lu) to find out how you can get involved with us.**

### DONATIONS

**Donations to the FHRS are tax deductible.**



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More information on  
**[www.fhrl.lu](http://www.fhrl.lu)**





My  
ongoing support

# My ongoing support using the health blog “Acteur de ma santé”

Aimed at patients, their relatives and all those interested in health topics, the “**Acteur de ma santé**” blog interacts in the field of education, health and therapeutic education.

A wide range of learning tools (tutorials, videos, quizzes, interactive games...) facilitates the learning process and allows you to become an actor in your own care.

Free and accessible to all, the contents are written by a committee of health professionals.

**Different themes are proposed :**

- orthopaedics : osteoporosis, knee prosthesis and hip prosthesis, etc
- kidney diseases : kidney failure, etc
- mental health : depression, etc
- women’s health and well-being : pregnancy, gynaecology and maternity, etc
- oncology : breast cancer, etc
- seniors : geriatrics, falls prevention
- prostate cancer
- diabetology
- rheumatology
- ophthalmology, etc

Find all the contents on  
**[www.acteurdemasante.lu/fr](http://www.acteurdemasante.lu/fr)**



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## Notes

[illegible]

## Notes

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



