

**Hôpitaux Robert Schuman**

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[www.facebook.com/hopitauxrobertschuman](https://www.facebook.com/hopitauxrobertschuman)  
[www.hopitauxschuman.lu](http://www.hopitauxschuman.lu)

**PRACTICAL INFORMATION**

[www.hopitauxschuman.lu](http://www.hopitauxschuman.lu)  
For all questions regarding safety in relation to your care, please contact the quality & risk department  
Tél : +352 286 2 1000  
E-Mail : [qualite.et.risques@hopitauxschuman.lu](mailto:qualite.et.risques@hopitauxschuman.lu)

**ADVERSE EVENTS REPORTING**

Reporting adverse events is an essential part of improving patient care and safety. As a learning establishment, we actively encourage all professionals, as well as you, the patient, to report any adverse events that may have had or could have had an impact on you (these could be errors concerning data protection, errors concerning drug safety, etc.).

These adverse events will be analysed systematically in order to reduce the level of risk and to prevent any mishaps. Should you feel, while staying at the Hôpitaux Robert Schuman, that an unplanned incident has endangered your safety or affected the quality of your care, we ask that you signal this to a member of either our medical team or the quality & risk department. You can also raise the issue on the hospital website using the section provided for that reason.

**LEAVING THE HOSPITAL**

Upon your departure from the hospital, please ensure that you have the following with you (depending on what you need) :

- Your discharge letter
- Your medical certificate or doctor's note
- Your treatment
- Your prescriptions for the continuation of your care (medication, physiotherapy, home care, etc.)
- All of your follow-up appointments

In order to ensure a safe departure from the hospital, please be sure to have read and understood all of the information given to you.

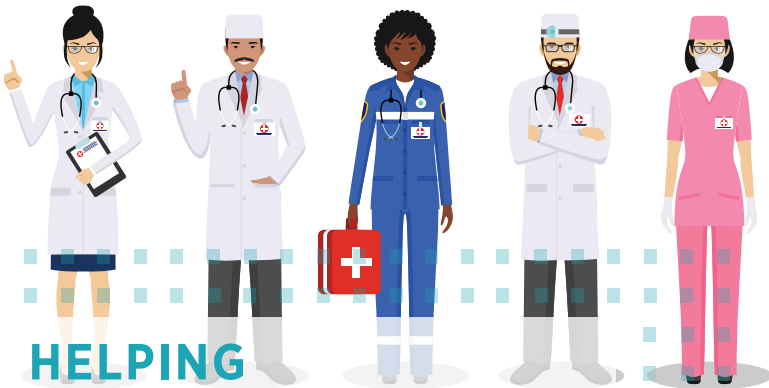
If you have any questions, don't hesitate to ask. Please make certain that you have the telephone number of the department in which you were hospitalised, should you wish to ask any additional questions once you have returned home.



**BE OUR PARTNER!**



**HÔPITAUX ROBERT SCHUMAN  
HOSPITALS HAVE COMMITTED  
TO AN AMBITIOUS QUALITY AND  
SAFETY STRATEGY WHEN IT  
COMES TO PATIENT CARE AND  
SAFETY**



**HELPING**

**TO KEEP  
YOU SAFE**



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**Hôpitaux Robert Schuman (HRS) support and develop a “partner patient” approach at each stage of your care.**

Involving yourself in your care is essential for building a successful therapeutic relationship. We encourage you to express your needs and to participate in the therapeutic choices available to you so that the solutions provided, meet your expectations.

**YOUR HOSPITAL ADMISSION**

Please take care to have all the necessary administrative and medical documents (x-rays, prescriptions, lists of medications, consent forms, etc.) with you upon your arrival.

Upon your arrival, our nurses will take a moment to talk to you. Make the most of this opportunity, by telling us as much as you possibly can about yourself. This is also the best time for you to ask any questions you may have. As part of our “partner patient” approach, all of the subsequent tests carried out will require your prior consent.

Participating in their own care pathway, ensures patients a solution tailored to suit their needs.

**DATA PROTECTION**

Any information you may choose to disclose to doctors or any other healthcare professionals will be covered by professional confidentiality. Professionals may not divulge any of your details to third-parties. Upon arrival at Hôpitaux Robert Schuman, it is important that you identify a trusted person should you wish for this individual to be involved in your care.

**CONTROLLING YOUR IDENTITY**

Health professionals will be continuously verifying your identity all along your stay, prior to any treatment or drug delivery. This is to certify that

**,the right care is given to the right patient.'**



**Help us to take care of you:**

please confirm your identity (surname and first name + date of birth) each time you are asked to do so. For safety purposes, you will be given an identity wristband.

- For your health and safety as a “partner patient”,**
- please check if the information on your wristband is accurate
  - Wristbands should be worn at all times
  - Should you lose your wristband or if the information is no longer visible, please ask for a replacement.

**HAND HYGIENE: HOW YOU CAN HELP PREVENT INFECTIONS**

Washing your hands is a simple and highly effective way of protecting yourself against infections.

- When to perform hand hygiene?**
- When your hands are dirty
  - After going to the toilet
  - Before eating
  - Each time you enter or leave your room
  - Before and after receiving visitors
  - After blowing or wiping your nose

- How to perform a correct hand hygiene?**
- With soap and water if your hands are dirty
  - With a hydroalcoholic gel if your hands are visibly clean

These will be made available to you. Please help prevent infections from spreading and affecting your or other patients.

**DRUG SAFETY MATTERS TO US**

One of your responsibilities as a “partner patient” is to share all essential information regarding your medication.

Please provide a list of **ALL the medication** you take on a daily basis, including those purchased off the shelf (over the counter). It is important that you tell us of any medication you have stopped taking and that you report any allergies you may have. We would also ask that you share with us your medical history with us.

Healthcare professionals will be happy to answer any questions you may have regarding treatments prescribed during your stay in hospital. We recommend that you become familiar with any new medication as well as with its effects that may be expected.

Please pay close attention to any advice you may be given about the proper use of medication, its storage, its effects, its use, its dosage...



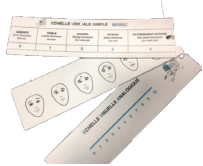
Do tell us about **your “experience”** with medical treatments, including any side effects you may have experienced.

We advise you to keep an up-to-date list of all the medication you are taking; we will be happy to help you manage your medical treatments.

**PAIN PREVENTION AND TREATMENT: PAIN IS NOT INEVITABLE, YOUR INVOLVEMENT IS VITAL**

**Pain relief is possible, but how can it be done ?**  
We would ask that you read all the documents we give you.

You are the only person capable of describing the pain you are in: no one else can or should put themselves in your place (shoes). The more information you give us on your pain, the better we will be able to help.



- you will be questioned regularly by the nursing staff in order to evaluate the intensity of your pain.
- Pain management strategies include the use of pain-killers, in addition to physical, behavioural and psychological interventions.
- You will be involved in the choice of your therapy strategy.

**SURGICAL SAFETY**

During operations, security checks are carried out with your participation. Together, with the team from the operating theatre, verify your identity (surname, first name, date of birth) as well as any allergies you may have will be verified and you will have to designate the part of the body to be operated on.

With these controls, we will make sure that all of the prerequisites for your treatment are met. The team will record your answers in an operating checklist, which will be added to your file.

Your involvement and our vigilance will be the guarantee for an optimal safety.