Madam, Sir,

The medical team, the entire personnel and the General Management of our establishment welcome you to the European Hospital, a private, non-profit establishment and a member of the Fédération des Etablissements Hospitaliers et d’Aide à la Personne (FEHAP).

This welcome brochure is specially designed for you. From your admission to your discharge, it will give you all the information you need about the practical details of your hospitalisation.

You will be given a satisfaction survey during your stay. Please take a few minutes to complete it. Your answers really matter to us. It is thanks to your comments and suggestions that we can improve the quality of the service that you deserve.

Our teams are at your disposal throughout your hospitalisation and will ensure that your stay is pleasant.

We thank you for your trust in us and wish you a speedy recovery.

Sophie DOSTERT
Managing Director
## WELCOME TO THE EUROPEAN HOSPITAL

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The European Hospital was created from the merger of the Ambroise Paré and Paul Desbiens Hospitals, non-profit health establishments founded respectively in 1846 and 1914. Wishing to offer the population a modern hospital, a multi-purpose care offering and a technical platform in a sector regarded, until then, as a medical desert, the European Hospital opened its doors to the public in 2013.

The Ambroise Paré Foundation, which has been recognised as a public utility since 1875, supports the European Hospital in its development and assists it in carrying out its clinical research, innovation and care projects for vulnerable populations. The Foundation and the European Hospital are chaired by Philippe GIRARD and directed by Sophie DOSTERT.

The mission of the European Hospital is to offer a full range of care with a constant quality requirement. Much more than a care facility, it has developed partnerships with the UGECAM Valmante follow-up care and rehabilitation centre, the DIAVERUM dialysis centre, the La Blancarde nursing school and the Alphabio laboratory, with the aspiration of becoming a high-level care centre.

As a Private Health Establishment of Public Interest (E.S.P.I.C.), it participates in the public hospital service.

The European Hospital and Hôpital Saint-Joseph joined forces in 2019 through the Audéam Association, on the basis of their strong shared values and with the ambition to build a network of health, medical and social solidarity in the Metropolitan area to meet the needs of the population.
SOME FIGURES* 

1421 EMPLOYEES

330 FULLY QUALIFIED DOCTORS

55 INTENSIVE CARE BEDS

+ OF 32 000 ADMISSIONS TO THE ICU/YEAR

+ OF 46 000 STAYS/YEAR

NEARLY 10 000 MEETINGS AND DAYS/YEAR

THE EUROPEAN HOSPITAL IS A GENERAL MEDICAL ESTABLISHMENT WHICH GROUPS ITS ACTIVITIES BY CENTRES OF EXCELLENCE:

- **Cardiovascular and thoracic centre:** medical and interventional cardiology, thoracic surgery, vascular surgery, pneumology.
- **The oncology unit:** medical oncology, chemotherapy.
- **The digestive, gut and gastroenterology centre.**
- **The gynaecological and breast centre.**
- **The osteo-articular and neurological centre:** orthopaedic surgery, spinal surgery, rheumatology, medical neurology, sports medicine, hand surgery (SOS Hand).
- **The head and neck centre:** ENT and cervico-facial surgery, ophthalmology, stomatology and maxillofacial surgery, oral surgery, implantology, endocrine surgery.
- **The medicines centre:** haematology, infectiology, internal medicine and acute medical investigation service.
- **Urology and nephrology unit:** urology, urological surgery, nephrology.
- **Plastic and reconstructive surgery:** obesity surgery, reconstructive surgery.
- **The intensive care unit:** emergency, resuscitation, continuous medical monitoring, cardiac intensive care.
- **The medical imaging centre:** MRI, CT, conventional radiology, interventional radiology, female imaging.

CARE AND HOUSING

You have chosen to be treated at the European Hospital in order to be handled by specialists and to be surrounded by competent staff, with humanistic values, in a properly adapted environment.
CLINICAL RESEARCH

The European Hospital in Marseilles carries out studies that can be performed from:
- biological samples taken from patients,
- health data collected in the course of care and contained in the patient’s medical record,
- patient surveys,
- the National Health Data System (SNDS).

The purpose of these studies is to contribute to the advancement of scientific research and to improve the understanding of diseases.

In accordance with the regulatory requirements of the CNIL* and the GDPR*:
- Only strictly necessary and relevant data is used.
- These studies are carried out in a confidential manner, on «pseudo-anonymous» encrypted data so that the partners (industrial or institutional) participating in the study cannot identify you.
- The results of each study are completely anonymous.

Unless you object, some of your health data and biological samples collected during care may be reused in anonymised form for research purposes.

You can object to the reuse of your health data or biological samples at any time, without giving a reason for your objection.

You can request access to your personal data, the correction or deletion of such data, or a restriction of the processing of such data.

Exercising your right to object will not affect your care or the quality of your relationship with the medical and care teams.

To exercise your rights, please contact the Data Protection Officer by email: 
DPO@hopital-europeen.fr
or by post at: European Hospital, General Management,
FAQ the Data Protection Officer – 6 rue Désirée Clary, 13003 Marseilles
Information and list of current studies available on our website www.hopital-europeen.fr under the heading « Research » Our data studies ».

* CNIL : Commission Nationale de l’Informatique et des Libertés - GDPR : European General Data Protection Regulation

AREAS OF INTERVENTION AND TECHNICAL PLATFORM

The European Hospital has a modern technical platform that reinforces its attractiveness and contributes to significantly improving patient care.

OPERATING ROOMS AND RECOVERY ROOMS

The European Hospital has a central operating room with 27 rooms divided into 7 modules, including:
- 2 rooms dedicated to interventional radiology
- 2 rooms dedicated to interventional cardiology

THE ENDOSCOPIC BLOCK has 6 rooms.

The central operating room and the endoscopic block each have a recovery room.

INTENSIVE CARE SERVICES

- 20 resuscitation boxes divided into 4 units
- 11 boxes of continuous medical surveillance
- 12 rooms for post resuscitation care
- 12 cardiac intensive care boxes

THE MEDICAL IMAGING DEPARTMENT

With state-of-the-art equipment and a team of professionals trained in the latest practices, the Medical Imaging Department at the European Hospital is one of the most efficient in the city.

With 3 CT scanners, 3 MRI scanners, a conventional radiology department, a team of interventional radiologists and a dedicated women’s radiology centre, our facility offers a full range of diagnostic and therapeutic medical imaging services.
On the day of the anaesthetic consultation, you will be greeted by our pre-admission service. Plan to arrive 15 minutes before the appointment time.

If you do not have your anaesthetic consultation at the European Hospital, you must go to the pre-admission service to prepare your administrative file before your hospitalisation:

**YOUR PRE-ADMISSION**

**MONDAY TO FRIDAY**
FROM 7:30 TO 18:00
(C3 - 1st floor)

**PHONE**
04 13 427 490
04 13 427 491
04 13 427 492

**EMAIL**
pread@hopital-europeen.fr

**FAX**
04 13 427 737

To ensure that your file is complete, please be sure to send us all the documents (filled in and signed) as well as all the supporting documents requested and have them with you on the day of your admission:

- Your up-to-date Vitale card
- The « Pre-admission » form
- Mutual insurance card and mutual coverage of hospital expenses
- Proof of identity
- Means of payment
- If applicable, the signed estimate of expenses not covered by Health Insurance.

**ADDITIONAL DOCUMENTS FOR MINORS:**

- In the event of divorce: divorce decree specifying parental authority.
- Proof of identity of the child, father and mother or birth certificate
- Family brochure

**IMPORTANT**

The child must be present during the anaesthetic consultation

The time of the appointment and the care unit where you will be accommodated will be specified to you the day before by a phone call.

When you arrive at the hospital, you will be greeted by an officer of the specified care unit who, after verifying your identity, will show you to your room.

**NB**

When you enter the department, the nurse, after having verified your identity, will put an identification bracelet on you. Which will allow the professionals to proceed with checks before any act or care, this avoiding any risk of mistaken.
In the event of scheduled admission, please bring:

- Your identity card, or your residence permit,
- Your family book,
- Your Vitale card and the paper certificate that accompanies it mentioning the name of the hospitalised child as a beneficiary,
- Your mutual insurance certificate,
- A proof of address,
- Consent signed by both parents.

Don’t forget to bring your child’s health record (it must be presented to the doctor). The child’s admission file must include the names of the persons exercising parental authority and their contact details.

**ADMISSION FORMALITIES FOR MINORS:**

**HOSPITALISATION COSTS**

The rates are posted at the reception of your hospitalisation centre and can be consulted on our website.

Mandatory financial contributions that will remain your responsibility:

- The daily rate is payable by all persons admitted to full hospitalisation, including the day of discharge.
- The Transitional Insured Participation (TIP) is a compulsory financial participation for any medical act equal to or greater than the sum of €120.
- The co-payment is the remainder not covered by the health insurance fund.
- The amount of hotel supplements you have requested (private room, accompanying meals, etc.).

**YOUR DISCHARGE**

Except in exceptional cases, you will be asked to vacate your room and return the survey on discharge.

**WE WILL ORGANISE YOUR DEPARTURE**

Your discharge must be scheduled in agreement with your doctor. If your state of health requires it and if you request it from the nursing staff, the social service can help you access your health rights.

Contact: 04 13 427 249

**BEFORE LEAVING THE HOSPITAL**

Make sure you:

- Complete the discharge paperwork at the Admissions Office on your hospital floor,
- Pay the residual amounts to be paid by you.

You will also need to collect various documents from the nurses on your ward:

- Your x-rays and examinations.
- Your discharge form, which includes your postoperative appointment, the various telephone numbers to contact in the event of complications and your medical discharge instructions.
- Your prescriptions, your medical prescriptions for home care, the physiotherapist, your voucher for transport by ambulance or cab if necessary (see below «your transport»), your extended work stoppage.

Your hospitalisation report and/or surgical protocol will be sent directly to your treating doctor.

**YOUR TRANSPORT**

Your doctor will decide whether or not your health condition requires a medical vehicle. To be reimbursed by the health insurance, you will also have to use an approved cab. If this is not the case, the cost of transport will be payable by you.

**DISCHARGE AGAINST MEDICAL ADVICE**

If you wish to leave the hospital against your doctor’s advice, you will need to follow certain administrative procedures and sign a document stating that you have been informed of the risks involved. You will need to visit the Admissions Office to regularise your file.
PROFESSIONALS WHO CAN HELP YOU

YOUR CARE IS PROVIDED BY MULTIDISCIPLINARY, DEDICATED AND COMPETENT MEDICAL AND PARAMEDICAL TEAMS.

Although each professional wears a badge that identifies them and their function, you can recognise the roles by their dress code.

- **PHYSICIAN, PSYCHOTHERAPIST, OSTEOPATH ET PSYCHOLOGIST** (white coat)
- **CARE UNIT MANAGER** (white coat)
- **CAREGIVER** (white coat, navy blue border / beige border)
- **STRETCHER BEADER SOCIAL WORKER** (navy blue coat / white coat, aubergine border)
- **MAINTENANCE TEAM** (white coat, purple border)
- **DIETITIAN** (white coat, pink border)
- **LOGISTICS SERVICE OPERATIVE** (black coat)
- **MEDICAL AND TECHNICAL SERVICE STAFF** (white coat, blue border)
- **DIETITIAN** (white coat, pink border)
- **STRETCHER BEADER SOCIAL WORKER** (navy blue coat / white coat, aubergine border)
- **ADMINISTRATIVE STAFF** (white coat, light blue border)
- **TEAM ATTACHED TO CLINICAL RESEARCH PHARMACY** (white coat, apple, green or red border)

Although each professional wears a badge that identifies them and their function, you can recognise the roles by their dress code.

Your care journey is personalised. You can meet with a dedicated nurse during the anaesthetic consultation. Your care may require a change in service. We cannot guarantee that you will return to the room in which you were hospitalised before your procedure.

Pain management is one of our priorities. Our pain committee (CLUD) is a member of the PACA West Pain Network.

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Our pain management policy is based on 3 key approaches:
- Management of acute postoperative pain by anaesthesiologists and nurse anaesthetists in the care units.
- Management of chronic pain through consultation with an algologist.
- Pain management in palliative care thanks to the intervention of the Mobile Pain Management Team.

**NB**

**TO RELIEVE YOUR PAIN**

- We set up
- We formalise
- We create

protocol assessment tools for our professionals

WWW.

Access all of our journeys on our website www.hopital-europeen.fr under the heading «Patient > journey»
COMMITMENT CONTRACT
HAVING LESS PAIN, HAVING NO MORE PAIN, IT IS POSSIBLE!

Article L1110-5-3 du CSP :
«...everyone has the right to receive care for their pain. It must be, in all circumstances, prevented, evaluated, taken into account and treated...»

PREVENTION
Pain caused by certain treatments or examinations: injections, dressings, catheterisation, infusion, etc. The pain is sometimes related to a daily function like the toilet or a simple move...

TREATMENT OR RELIEF
• Acute pain such as fractures or renal colic for example.
• Post-operative pain.
• Chronic pain such as back pain, migraine and also pain related to cancer that requires specific management.

YOU ARE IN PAIN... LET’S TALK ABOUT YOUR PAIN!
Not everyone reacts in the same way to pain; it is possible to measure its intensity. To help us better tailor your treatment, you can tell us «how much» pain you are in by rating your pain from 0 to 10 or by using a ruler.

We will help you to be pain free or to have less pain:
• By answering your questions.
• By explaining the care we will provide and how it will be done.
• Using the most appropriate means.

Analgesics are drugs that relieve pain. They are available in different powers. Morphine is one of the most powerful. But some pain, even severe, requires another treatment. Other non-medicinal methods are effective and can be proposed to you such as relaxation, massages, psychological support, physiotherapy...

Your participation in this process is essential, we are here to listen, support and help you!

For more information, you can visit our website www.hopital-europeen.fr under the heading «Hospital» > «Our committees»

SERVICES & PRACTICAL LIVING

HOTEL-STANDARD COMFORT: THE ROOMS
The European Hospital has air-conditioned rooms equipped with: bathroom (with hairdryer), telephone, individual television, personal safe and refrigerator.
There are single and double rooms and some of them are have an extra bed.
NB! Companions must respect the rules of hospital life. In particular, they must leave your room at the time of cleaning, care and the visit of the doctor.

As the number of private rooms is limited, room assignments are made according to availability on the day of admission or at the earliest during the stay.
However, if our capacity allows it, a double room transformed into a private room can be assigned to you and charged under the same conditions, from the day of entry to the day of discharge included.

VISITS (OUTSIDE A SPECIFIC CONTEXT)
You can receive visits from your family and friends every day from 11:30 to 21:00.
For your comfort and that of other patients, please: respect the schedules, avoid group visits or noisy conversations and follow the recommendations of the care teams. For health reasons, children under the age of 15 should not be admitted to the inpatient unit.
For reasons of hygiene, cut or potted flowers are not recommended in the rooms.
Every visitor is required to respect the internal rules of the establishment and of the service concerned, if applicable. In the event of non-compliance, management may restrict or prohibit visits for as long as it deems necessary.
TELEPHONE AND INTERNET
The telephone system allows patients who request it to receive unlimited calls to national landlines and mobiles. The subscription to this service includes a personal and secure Internet connection. Payment for this service is made under the same conditions as for television. The rates for this service can be viewed directly on the touch screen.

TO CONNECT TO THE INTERNET:
- **Step 1:** Turn on your computer, activate your WiFi and connect to the «PATIENTS» network.
- **Step 2:** Open your browser and enter the login codes written on the ticket given by the terminal.
- **Step 3:** Validate that you can now browse.

PERSONAL BELONGINGS
It is your responsibility to bring your own personal belongings and toiletries (towel, soap, toothbrush). A personal safe is at your disposal in your room. Nevertheless, we advise you not to keep your valuables* in the hospital. If necessary, a deposit can be made in the hospital safe. Ask the Admissions Office or the nursing staff.

> If you wear a hearing or dental aid, please mention this when you register. A special device will be put in place to prevent loss or breakage. If you do not report the damage, you will be liable.

*The establishment declines all liability in the event of theft of money or valuables kept by patients during their stay. The hospital is only responsible for items and valuables that have been officially entrusted to its custody in the establishment’s safe.

THE USERS’ HOUSE
To offer you the support and listening you need, the European Hospital has created the Users’ House. It is a privileged place of exchange between associations, patients and their relatives and you will also find documentation there. The list of association offices is posted in the Admissions Office and is available on request.

CHAPLAINCY
You can receive support from a minister of your choice. The nursing staff can, at your request, contact him. To facilitate your meetings, the hospital provides a chaplaincy office, located on the second floor. You can also request a visit in your room. The list of chaplains is available on the portfolios in the admissions waiting rooms.

YOUR STAY

CATERING
To ensure the quality of your meals, our team of dieters works closely with the catering service and prepares meals based on organic products, harvested by local producers and prepared daily on site. In order to respect your dietary preferences and your medical prescriptions, a hotel assistant will regularly visit your room to prepare your meals with you (except on the evening of your admission).

- **Accompanying meals** can be served in the room on request. Remember to order before 4pm for dinner and breakfast and before 10am for lunch. Orders can be placed at the Admissions Office (prices are posted there).

- **Mealtimes**:
  - Breakfast: from 07:45
  - Lunch: from 11:15
  - Dinner: from 18:15

- **The cafeteria** is open to the public Monday through Friday from 11:45 to 14:00

- **The snack bar «le café»** is open 7 days a week from 08:00 to 16:30

> To consult the list of allergens, you can visit our website www.hopital-europeen.fr under the heading «Patient > Your stay > Life at the hospital > Your comfort ».

TELEVISION
You can ask to use the television. Payment for this service is made by credit card at the touch-screen kiosks located near the Admissions Office on the 2nd and 3rd floors or in cash at the payment terminal located near the Admissions Office on the 4th floor. This service is managed by an external company, and the rates are available directly on the touch screen. Headsets are available for purchase on each floor of the hospital through the vending machines located in the waiting room.

> Channel 111 is the European Hospital channel, log in for information on the hospital’s care offering and news.
THE LIBRARY
The European Hospital, with the help of volunteers from the Central Library Office, offers more than 2,000 books free of charge. If you wish to borrow a book, please contact your departmental staff. Loaned books must be returned to the nursing staff at the end of the stay.

SAFETY
The safety instructions and evacuation plans posted in the corridors remind us of what to do in the event of fire, the rules and evacuation routes, and the location of fire-fighting equipment.

The agents are present 24 hours a day, 7 days a week and ensure that the rules of good conduct and the safety of all are respected so that the hospital remains a place of rest, serene and conducive to recovery.

In order to ensure the safety of goods and persons, the establishment is placed under video protection by the European Hospital Foundation - Ambroise Paré Hospital (Internal Security Code L223-1 to L223-9 and L251-1 to L255-1, L613-13 and R251-1 to R253-4). The images can be viewed by the management, the security service and the police.

⇒ To exercise your rights, including your right of access to images, please contact the management office.

Contact : 04 13 42 70 19
email: secretariatdedirection@hopital-europeen.fr

For more information on how we handle your personal data, please visit our website.

If you feel that your rights regarding your data are not being respected, you can file a complaint with the CNIL.

THE SOCIAL SERVICE
The social service is composed of a team of social workers, secretaries and a manager. This service is available to patients and their families to help them cope with the difficulties caused by illness and/or hospitalisation: access to rights and social services, information on administrative procedures, help in preparing for your discharge.

If you would like to meet with the social service, you can ask the nurse on your unit.

Contact: 04 13 427 249

CARING FOR PERSONS IN NEED
The social service is in contact with associations and health networks. An information brochure on your social rights is available, do not hesitate to ask for it.

ANIMAL
For reasons of hygiene and in accordance with the public health code, animals, with the exception of guide dogs and assistance dogs, are strictly prohibited in the hospital premises.

PHOTOGRAPHY
It is prohibited to record images and sound inside the establishment.

WEAR AND TEAR
Patients must respect the premises, the equipment and the furniture at their disposal. Any damage may be subject to prosecution and compensation.

FOODSTUFFS
Visitors must not give patients food or drink (even non-alcoholic) unless specifically authorised by the physician in charge of the patient. The refrigerators in the rooms are used in consultation with the staff.

UNLAWFUL OBJECTS
The possession and introduction of firearms, illegal substances or any other dangerous material is prohibited.

TOBACCO-FREE HOSPITAL
In order to comply with safety standards and regulations in force, smoking is strictly prohibited in the hospital premises. The use of electronic cigarettes is also prohibited.

TIPS
No money should be paid to professionals by patients or their families.

DRESS CODE
Decent dress is required outside the room and when moving around the hospital.
YOUR RIGHTS AND DUTIES

CHILDREN UNDER 15 YEARS OF AGE
For hygienic reasons and for the protection of children under 15 years of age, the hospital does not recommend visits to the inpatient unit.

DISCHARGE FROM HOSPITAL
For reasons of hygiene and safety, we recommend that patients with invasive devices such as catheters, drains, IVs, etc. and rolling devices not leave the facility.

MEDICATION DURING YOUR HOSPITALISATION
Any current medication must be reported on arrival. Any medication in your possession must be given to the nurse on the ward who will return it to you at the end of your stay. The hospital is responsible for the treatments prescribed by the doctors during your hospitalisation. Self-medication is prohibited. Third parties are absolutely prohibited from providing medications to patients.

COMBATING VIOLENCE IN HOSPITALS
During your stay, staff and other patients should be treated with respect. Any person with a violent attitude or language will be prosecuted.

ABSENCES FROM YOUR ROOM
Be sure to let the nurse know when you will be leaving the room, as other tests may have been scheduled for you. For security reasons, we advise you to stay out of the lobby and to respect the prohibition of access to certain rooms according to the signage in force.

HYGIENE
In the interest of all, it is recommended that patients and their visitors respect the rules of hygiene by washing their hands on entering and leaving the rooms. Dispensers of hydroalcoholic solution are placed in each room for this purpose.

DISTRACTIONS
The hospital is a place of care and convalescence that requires calm. In order to preserve it, use the radio, television and mobiles with discretion. Avoid group visits, devices such as catheters, drains, IVs, etc. and rolling devices not leave the facility.

RESPECT
During your stay, staff and other patients should be treated with respect and courtesy.

FIRE SAFETY
Evacuation instructions for the premises are posted in the departments and in all common areas. In all situations, it is important to remain calm and follow the instructions of the staff.

For more information, you can visit our website www.hopital-europeen.fr under the heading "Patient > Your stay > Rules of the game"
COMPLAINTS AND CLAIMS

(ARTICLE R 1112-79 TO R 1112-94 OF THE CSP)

If you are not satisfied with your care, we invite you to contact the service manager directly. If you are not satisfied with this first step, you can contact the user relations manager:

- **EMAIL**
  - Direction Qualité - Quality Department
  - User Relations User Relations Manager
  - 6 rue désirée Clary - 13 003 Marseille

- **EMAIL**
  - relation-usagers
  - @hopital-europeen.fr

- **PHONE**
  - 04 13 427 020

This person will ensure that your complaint or claim is investigated. It can put you in touch with a medical and/or non-medical mediator who is a member of the Users’ Commission (CDU).

The mission of the CDU and of the users’ representatives (RU) of the European Hospital is to ensure that your rights are respected and to assist you in your procedures. He may be called on to investigate your complaints and claims regarding your reception and care.

**EMAIL**
- Direction Qualité
- User Relations
- relation-usagers
- @hopital-europeen.fr

**PHONE**
- 04 13 427 020

For more information, you can visit our website [www.hopital-europeen.fr](http://www.hopital-europeen.fr) under heading « Patient > Your rights »

THE PERSON OF TRUST

During your stay, you can designate, in writing, a person of trust. This person can be a parent, a relative or your treating physician.

**His role?**
- To be consulted and to state your wishes in case you are unable to state them yourself.
- To accompany you in your journey and to attend medical interviews in order to help you in your decisions.

**EMAIL**
- Direction Qualité - Quality Department
- Risk Management - User Relations
- relation-usagers
- @hopital-europeen.fr
- 6 rue désirée Clary - 13 003 Marseille

**PHONE**
- 04 13 427 020

For more information, you can visit our website [www.hopital-europeen.fr](http://www.hopital-europeen.fr) under heading « Patient > Your rights »

ADVANCE INSTRUCTIONS

Any person of legal age may write advance instructions in the event that he is unable to express himself at the end of life. They make it possible to know your wishes on the conditions of the continuation, the limitation, the cessation or the refusal of a treatment or a medical act. They will be consulted and taken into account by the doctors for any decision of investigation, intervention or treatment.

Advance instructions are not time-limited and can be changed or cancelled at any time.

**EMAIL**
- Direction Qualité - Quality Department
- Risk Management - User Relations
- relation-usagers
- @hopital-europeen.fr
- 6 rue désirée Clary - 13 003 Marseille

**PHONE**
- 04 13 427 020

For more information, you can visit our website [www.hopital-europeen.fr](http://www.hopital-europeen.fr) under heading « Patient > Your rights »
PROTECTION OF PERSONAL DATA AND ACCESS TO HEALTH INFORMATION

PROTECTION OF PERSONAL DATA

During your medical treatment at the European Hospital, you will entrust us with personal data that we collect and store in our information system. Each processing of your personal data has a specified purpose, such as the drafting of your administrative and medical record, the management of your care, the invoicing of care, the recovery of hospitalisation costs, the organisation of services, the evaluation of the quality of care or the analysis of the activity of the establishment. Only authorised professionals will access and process all or part of your personal data.

Your data is kept for a limited period of time, which is specified according to each personal data processing. Within the limits provided by law, you have the right to access, rectify, delete, oppose, limit and port your data.

ACCESS TO MEDICAL RECORDS

In accordance with the regulations, your medical record will be kept for 20 years from your last hospitalisation or last consultation in the establishment. You can view and/or request a copy (for a fee) of your medical record in writing, with proof of identity.

For more information, you can visit our website www.hopital-europeen.fr under the heading « Your rights ans duties » Protection of personal data or contact the data protection officer by email to dpo@hopital-europeen.fr by mail to the hospital address.

This copy will be made available to you after a maximum of 8 days. However, if the information is more than 5 years old, this period will be extended to 2 months.

ORGAN DONATION

Since the law of 22 December 1976 (Caillavet Law), every person is presumed to be a donor, except in the case of a refusal expressed during his lifetime. Organ or tissues donation is possible during your lifetime and after your death.

For more information, you can visit our website www.agence-biomedecine.fr or contact the data protection officer by email to dpo@hopital-europeen.fr by mail to the hospital address.
QUALITY
At the European Hospital, the Quality and Risk Management and User Relations Department is developing a global policy for quality and safety of care, which is a key element of its establishment project. This approach concerns all hospital functions.

• SURVEY ON DISCHARGES AND SATISFACTION SURVEYS:
In addition to the national E-SATIS system, the European Hospital measures patient satisfaction. Your participation is essential. The results are shared with professionals and analysed in the context of our quality improvement process. These results are communicated to the users’ commission, to the authorities of the establishment...

EVALUATIONS / INDICATORS
In order to supply the quality improvement dynamic, the European Hospital has developed tools for monitoring key indicators for all training courses, in addition to the national system for evaluating Quality and Safety of Care Indicators, developed by the Ministry of Health (e.g. pain management, control of infectious risk, etc.).

LIST OF ORGANISATIONS/COMMITTEES
The deployment of the quality and risk management approach is based on the involvement and work of several organisations:
CQRSS : Quality, Risk and Safety of Care Committee
CSTH: Transfusion Safety and Haemovigilance Committee
CLAN: Food and Nutrition Liaison Committee
COMEDIMS: Proper use of drugs and medical devices/secure drug management.
IDENTITY VIGILANCE COMMITTEE: Securing the Patient’s Identity
CLUD: Pain Management Committee
CDU: User’s Commission
ETHICS COMMITTEE PATIENTS’ RIGHTS COMMITTEE EMERGENCY COMMITTEE BLOCK COMMITTEE ENDOSCOPY COMMITTEE RADIATION PROTECTION COMMITTEE CLIN: Hospital Infection Control Committee CODIM: Medical record and information system

THE PATIENT EXPERIENCE
Taking into account the patient’s experience is a priority for the European Hospital and contributes to the improvement of practices. This is done by analyzing and monitoring the various devices:
• E-SATIS SYSTEM: The European Hospital participates in the national E-SATIS survey. At the end of your stay, whether in full hospitalisation or as an outpatient, you will receive an email containing an online satisfaction survey. The results are analysed in collaboration with the teams and lead to improvement actions.

For more information, visit the site signalement-sante.gouv.fr

To consult the report, go to : www.has-sante.fr or on our website www.hopital-europeen.fr under the heading «Quality approach of the Hospital > Risk management and relations with users > Certification»

To view our hospital’s indicator results, visit www.scopesante.fr or on our website www.hopital-europeen.fr under the heading «Hospital > Quality approach - Risk management and relations with users > Policy for evaluating professional practises ans indicators»

For consult the results of the establishment, go to: www.scopesante.fr or to our website www.hopital-europeen.fr under the heading «Patient > Your stay > Your satisfaction »

You can find more information about our committees and bodies on our website www.hopital-europeen.fr, under the heading «Hospital > Our committees »

For more information, you can visit our website www.hopital-europeen.fr under the heading « Hospital > Quality Approach - Management»

To consult the results, go to our website www.hopital-europeen.fr under the heading « Patient > Your stay > Your satisfaction »

WWW.
OUR MISSIONS

ACCOMPANY
THE EUROPEAN HOSPITAL IN ITS DEVELOPMENT
AND IN THE REALISATION OF ITS PROJECTS.

INNOVATE
CULTIVATE AND ENRICH RESEARCH.

SUPPORT
OUR TEAMS AND OFFER THEM AN ENVIRONMENT
AND A PLEASANT WORK ENVIRONMENT.

TAX BENEFITS

- FOR INDIVIDUALS, donations benefit from a tax reduction\(^1\) equal to 66% of the amount paid\(^2\).
  For example: Your donation: €50/Tax reduction €33/Real cost for you: €17.

- FOR PERSONS UNDER THE ISF TAX\(^3\), it is possible to deduct from the ISF contribution 75% of the amount of the cash donation within the limit of €50,000.
  For example: Your donation: €100/Tax reduction €75/Real cost for you: €25.

- Donations benefit from an income tax reduction equal to 66% of their amount, within the limit of 20% of the net taxable income.

\(^1\) The tax reduction provided for in Article 200 of the General Tax Code. \(^2\) Up to a limit of 20% of annual taxable income, the excess being carried forward to the next 5 years. \(^3\) In accordance with the TEPA law n° 2007-1223 of 21 August 2007.

To find out more about the actions carried out thanks to your donations, you can visit our website www.hopital-europeen.fr
I support the Foundation Ambroise Paré

To permit the European Hospital to pursue its improvement objectives, the quality of care and the reception of patients.

Donations to:
Ambroise Paré Foundation
European Hospital of Marseilles
6 rue Désirée Clary
13003 Marseille

Name: .................................................................................
First name: .......................................................................
Adress: ................................................................................
................................................................................................
Postcode: ..........................................................................
City: .......................................................................................
Tel: ........................................................................................
Email: ...................................................................................

Donation amount: ......................................................

You will receive a tax receipt at the above address.

MERCI

Yes!

DANKE SCHÖN

GRACIAS

THANK YOU

Grazie

ناركش
HAVE A MEETING

ON THE INTERNET
www.hopital-europeen.fr

BY EMAIL
rdv@hopital-europeen.fr

BY PHONE
04 13 427 427

USEFUL NUMBERS

RECEPTION STANDARD .............................................. 04 13 427 000
MAKE AN APPOINTMENT .......................................... 04 13 427 427
EMERGENCIES/SOS HAND ....................................... 04 13 427 264
ANAESTHETIC CONSULTATIONS ............................ 04 13 427 243
SECRETARIAT OF OUTPATIENT SURGERY .................. 04 13 427 142
ENDOSCOPY SECRETARIAT ....................................... 04 13 427 138
SECRETARIAT OUTPATIENT MEDICINE/CHEMO .. 04 13 427 799
INTENSIVE CARE SECRETARIAT ............................. 04 13 427 155
INTENSIVE CARE SECRETARIAT ............................. 04 13 427 249
ALPHABIO LABORATORY ........................................... 04 13 428 100
FOLLOW-UP CARE AND REHABILITATION CENTRE UGECAM .. 04 13 428 055

NUMBERS

EMERGENCY SERVICES

18 THE FIRE SERVICE
15 THE EMS
112 EUROPEAN EMERGENCY NUMBER
EUROPEAN HOSPITAL - 6 RUE DÉSIRÉE CLARY - 13003 MARSEILLES

METRO Line 2
Désirée Clary Station
Exit at 30m. from the main entrance

TRAMWAY Line 2
Euroméditerranée/Gantès Station
Connects the hospital to the Blancarde station

BUS n°70
European Hospital/Paris-Clary cessation

CAR Public pay parking
635 spaces
Access to the A55, A7 freeways
Prado Carénage tunnel for the A50

www.hopital-europeen.fr