



CENTRE
HOSPITALIER
CAYENNE
Andrée Rosemon

WELCOME BOOKLET FOR PATIENTS



CENTRE HOSPITALIER DE CAYENNE
ANDRÉE ROSEMON



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To view this booklet
in different languages,
flash this QR code with your phone



WELCOME TO THE CAYENNE HOSPITAL CENTER



Madam, Sir,

You or one of your loved ones has just been admitted to the Cayenne Hospital Center, a care center and referral hospital in French Guiana.

The hospital staff would like to welcome you and are at your service to ensure that your care takes place in the best possible conditions.

The medical and healthcare teams will provide you with the best care, adapted especially for you, for the quickest possible recovery.

This welcome booklet has been compiled to facilitate your stay.

You will find practical information on the conditions of your hospitalization, the course of your stay, as well as a reminder of your rights and responsibilities.

However, do not hesitate to ask your support team if you need any explanations.

During your stay your opinion matters to us. To help us to continue improving our hospitality and treatment conditions at the hospital, we invite you to give us your comments or suggestions in the patient discharge questionnaire attached to this booklet.

We wish you a pleasant stay and a speedy recovery.



If you don't speak or understand french, ask our staff for a translator.



Si usted no habla o no comprende el francés, pida ayuda a los profesionales de salud que lo pondrán en contacto con un intérprete.



Caso você não fale ou compreenda o francês, peça ajuda aos profissionais de saúde a fim de lhe colocarem em contato com um intérprete.



Users' rights

Hospitalised patients' charter

General principles*

circular n° DHOS/E1/DGS/SD1B/SD1C/SD4A/2006/90 of March 2 2006 relating to the rights of hospitalised individuals and comprising a charter for hospitalised individuals



Each patient is free to choose the health care institution he wants to take care of him, subject to the limitations of each institution. The public hospital service is **accessible to everyone**, in particular to the most needy persons and, in the event of emergency, to persons without social security cover. It is adapted to handicapped persons.



Health care institutions must guarantee **the quality of reception, treatment and care**. They must be attentive to pain relief and do everything possible to ensure everyone is treated with dignity, particularly at the end of life.



Information given to the patient must be **accessible and reliable**. The hospitalised patient can participate in the choice of treatment. He can be assisted by a trusted support person that he freely chooses.



A medical procedure can only be conducted with **the free and informed consent of the patient**. The latter has the right to refuse all treatment. Any adult can express his wishes as to the end of his life in advance directives.



Specific consent is needed for patients participating in biomedical research, the donation and use of parts and products of the human body and for screening procedures.



A patient who is asked to participate in **biomedical research** must be informed of the expected benefits and the foreseeable risks. **His agreement must be given in writing**. His refusal will not have any effect on the quality of care that he receives.



The hospitalised patient can, unless otherwise provided for by the law, **leave the institution** at any time after having been informed of any risks incurred.



The hospitalised patient must be treated with consideration. His beliefs must be respected. He must be ensured privacy and peace and quiet.



Respect of privacy is guaranteed to every patient, as well as **confidentiality of personal, administrative, medical and social information** concerning him.



The hospitalised patient (or his legal representatives) benefits from **direct access to health information** concerning him. Under certain conditions, in the event of death, his beneficiaries benefit from the same right.



The hospitalised patient can express his views on the care and reception provided. In each institution, a commission for relations with users and the quality of care given ensures that the rights of users are respected. Every patient has **the right to be heard** by a manager of the institution to express his grievances and request compensation for harm to which he believes he has been subjected within the context of an amicable settlement procedure for disputes and/or before the courts.

* The complete Hospitalised Patients' Charter document is accessible on the website:

www.sante.gouv.fr

It can also be obtained free of charge, immediately, on simple request, from the institution's admissions service.



YOUR HOSPITAL

A SHORT HISTORY...

Historically located on the Place des Palmistes in Cayenne, our hospital, the largest in French Guiana in terms of capacity, has developed over several sites.

From the Cayenne Central Square, it spread to the Saint-Denis site at the entrance to the city in the 1960s.

In the years thereafter its expansion continued : in 1974 its logistics and technical services moved to the La Madeleine site.

In 1977, the psychiatric center was added to the facilities.

In February 1992, all services joined the La Madeleine site.

In June 2000, the Cayenne Hospital became the Centre hospitalier de Cayenne Andrée Rosemon, a tribute to the first general hospital supervisor (photo opposite).

Born in Cayenne in 1913, Andrée Rosemon became a nurse in 1942 and served in Paris on the military front and in the French Resistance.

From 1955 she was involved with the training of nurses in French Guiana.

Andrée Rosemon received the Knight of the National Order of Merit in 1972 and served at this hospital until her retirement in 1978.



Over the years, the Cayenne Hospital Center has continued its expansion.

In 2014, the Woman-Child care center was inaugurated.

Once again, the institution's authorities decided to honor a woman who has left a lasting mark during her time. The new building was named after her, Avéline Rézairie-Briolin.


Avéline Rézairie-Briolin (photo opposite), a midwife, served at Sinnamary, Mana, Saint-Laurent and at Cayenne hospital where she ended her career.

She was Head of Maternity, then Head Supervisor of Medical Services and she retired in 1978, the same year in which she received the National Order of Merit.




The main mission of the Cayenne Hospital Center (CHC), regional care center and referral hospital : healthcare, research and teaching.

Healthcare

 Whether it is emergency care, a routine consultation or specific care, our team watches over you and your health with equal interest.

In Cayenne, as in the interior of the region, due to our remote healthcare facilities or Centres délocalisés de prévention et de soins (CDPS), we do everything possible to offer you quality service.


Research

 Since 1997, the Cayenne Hospital Center has put a lot of effort into scientific research. These efforts have allowed us to initiate nearly 800 international scientific publications. Since 2008 we have had the INSERM CIC1424 unit (Center for Clinical Investigation) of the French National Institute of Health and Medical Research (INSERM).

The clinical, laboratory and research expertise of the CHC is shared through numerous collaborations and research projects with the countries of the Guiana plateau and the Americas.

The work of the CHC is recognized at both national and international levels and concerns issues relating to public health and tropical medicines : malaria, toxoplasmosis, leishmaniasis, dengue fever, zika virus, leprosy, Buruli ulcer, HIV, envenomation, lead poisoning, sickle cell disease...

Teaching

 The Hospital Center fulfils a very important teaching mission, particularly through the Nursing Care Training Institute (IFSI) and the university.

Our project

Our teaching mission is intended to develop with the creation of the Centre hospitalier universitaire (CHU) of Guiana in 2025.

The CHC is working towards this mission in close collaboration with other public health institutions in French Guiana : the Hospital Center of Kourou (CHK) and the Hospital Center of West Guiana (Chog). Together they form the Groupement hospitalier de territoire de Guyane (GHT). The CHC territorial cooperation also involves partnerships with private health institutions in the region and health institutions in the West Indies or in France.

The transformation of the Cayenne Hospital Center into a University Hospital center (CHU) will enable it to train health professionals locally and to develop health networks in French Guiana.



OUR QUALITY APPROACH



The Cayenne Hospital Center is committed to an approach of continued improvement of the quality of service it provides to the patient.

It is up to the institution and all the professionals who work here to provide you with quality service, while respecting your dignity and limiting any risk.

In order to do this, the institution constantly evaluates its activities and organizations to develop and implement action plans.



This approach is evaluated every four years by exterior organizations such as the French National Health Authority (HAS), through a certification procedure.

It is based on concrete actions such as improving the information provided to the patient or improving the ratings of the institution, including Esatis, the national, online patient satisfaction survey.

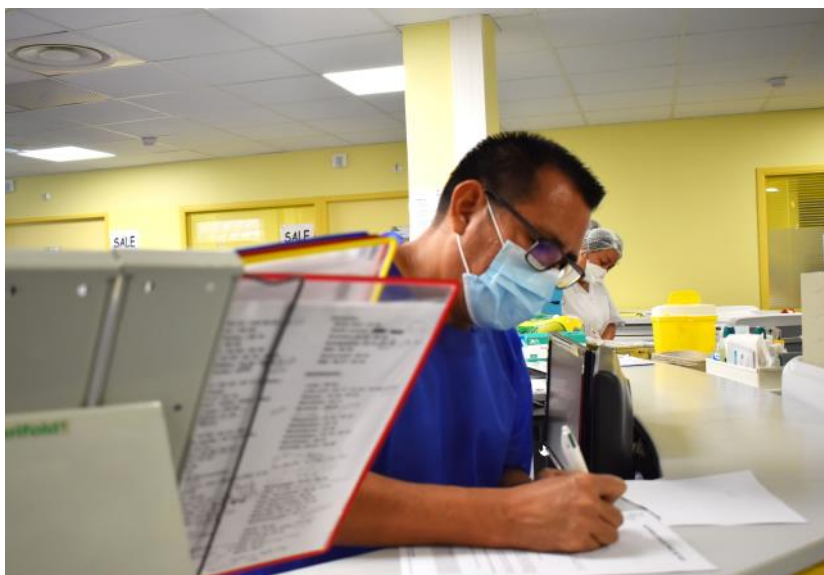
The effectiveness of these actions is determined internally by means of audits or by monitoring indicators but also by receiving your level of satisfaction from the patient discharge questionnaire attached to this welcome booklet.

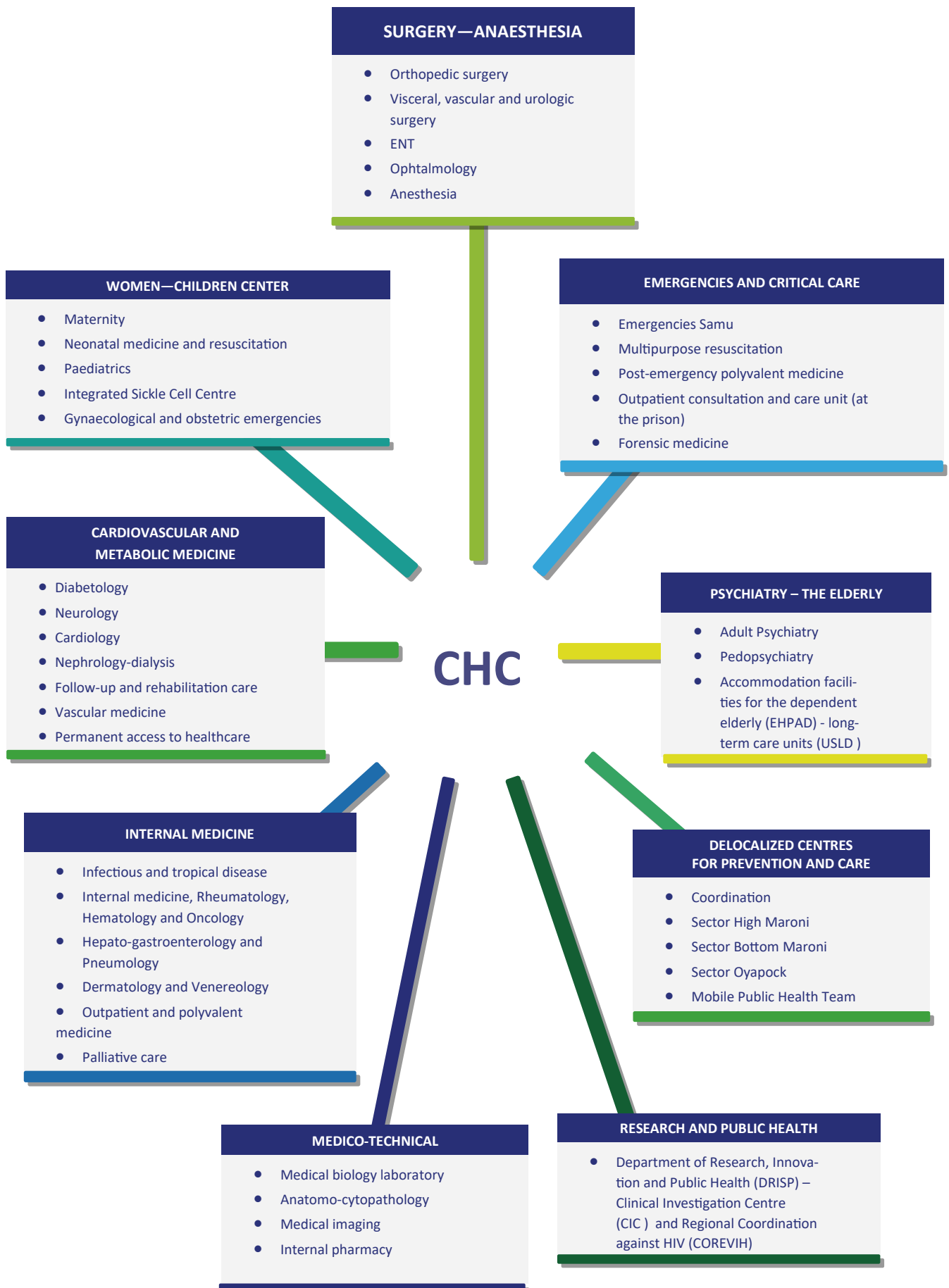
By completing it and returning it to us, you are contributing to the development of the CHC.

We thank you for participating in other patient satisfaction surveys which may be sent to you at a later stage.

You can find out more about the certification by consulting the latest certification report on the website : www.scopesante.fr

**The entire team has an obligation to observe professional secrecy.
They undertake to observe total discretion regarding the factual information they receive in the course of their professional activity.**



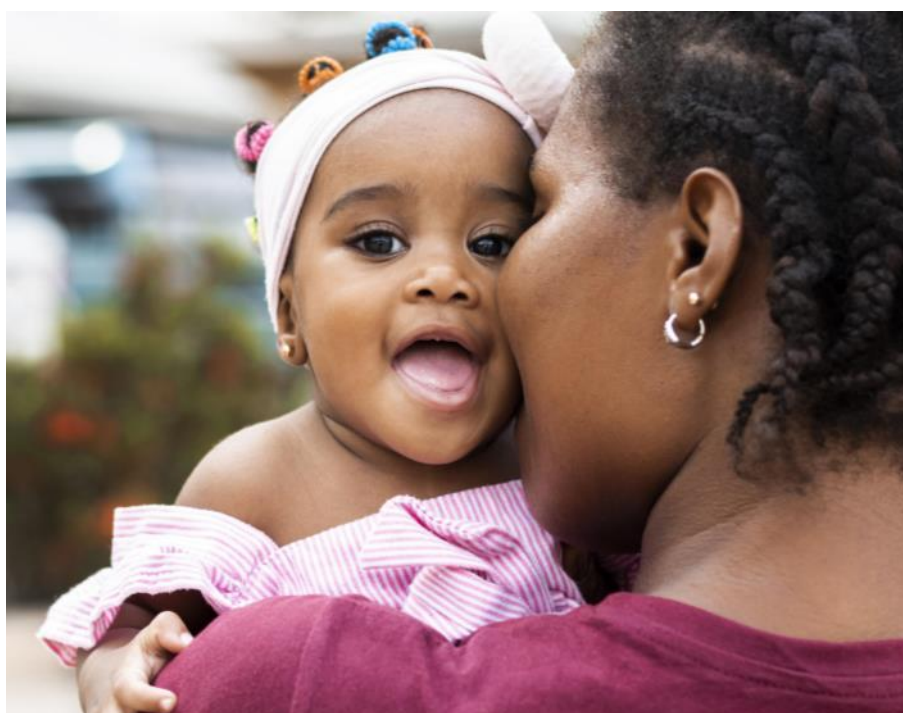


HOSPITAL CENTER LOCATIONS

In addition to its services at the Madeleine site in Cayenne, the CHC also has other external services and remote health facilities (CDPS) located throughout French Guiana.

Remote services

- Adult medico-psychological center : Novaparc
- Child medico-psychological center : Novaparc
- Pedopsychiatry Day Clinic (HDJ) : Novaparc
- Autism Resource Center : Novaparc
- Adolescent medico-psychological center :
chemin Saint-Antoine, Cayenne
- La Passerelle Infant Medical Care Center (CSMI) :
chemin Saint-Antoine, Cayenne
- Adolescent Center : rue Elie Castor
- Envol Infant and Juvenile Medico-Psychological
Center (CMPI), Kourou
- Care, support and prevention center for patients
with addictions (Csapa), rue Justin-Catayée, Cayenne
- Permanent access to healthcare : Balata, Matoury
- Permanent access to healthcare : Soula, Macouria
- Functional unit for intra-carceral psychiatry (UFPI) : Guiana Penitentiary Center, Rémire-Montjoly
- Rochambeau Administrative Detention Center: Matoury



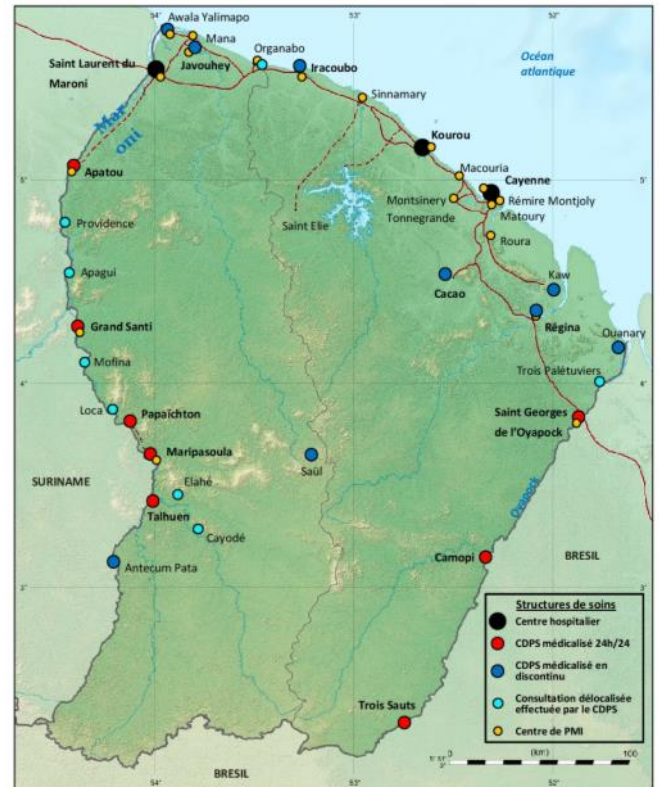
Remote health facilities

The Cayenne Hospital Centre has a presence throughout the country, with 17 CDPSs (Centers délocalisés de prévention et de soins) and 8 remote consultation rooms.

Multi-professional health teams provide service to the inhabitants of the sites concerned : doctors, midwives, nurses, healthcare mediators, nursing assistants, caregivers, hospital service agents, administrative personnel, logistics staff...

Specialist care is provided regularly throughout the country : Infectiology, Gynecology, Pediatrics, Dermatology, Urology, Diabetology, Odontology...

Innovative health promotion projects and cross-border projects have been developed : Mobile public health team in the communes (Emspec), Oyapock health cooperation...



The CDPS guarantees health care, prevention, health education and health monitoring to 20 % of the population of Guiana who live in isolated and remote communes around the CHC.

The coordination unit located on the Madeleine site at the CHC, facilitates the organization of all the activities required to continue with the healthcare in remote areas.

Welfare assistants are available to support patients.

For more information, the coordination unit can be contacted on **05 94 39 51 35 / 05 94 39 48 73**.



SUMMARY...

2 500 staff members work at the Cayenne Hospital Centre, including 340 doctors and midwives. The CHC has a 24-hour emergency service.

The annual services at the CHC include :

- **50 000** visits to the general emergency reception service and **15 000** visits to the Gynecology and Obstetrics emergency unit (Ugo).
- **400 000** calls to Samu, **1 600** emergency ambulance call outs (Smur terrestres) and **900** medical emergency helicopter evacuations (Smur hélicoptères).
- **150 000** external consultations
- **40 000** obstetrics medicine and surgery cases
- **4 000** births
- **7 000** surgical operations in operating theatres
- **2 000 000** imaging procedures performed, including scans and MRIs
- **30 000 000** laboratory procedures performed, including procedures for dengue fever
- **86 000** hours of training provided to all medical and non-medical personnel.

Every year the Cayenne Hospital Centre records **18 000** complete hospitalizations and **13 000** outpatient admissions.

Technical capacity

- MRI
- Scanner
- Digital Mammography
- Radiology rooms with flat panel detectors
- Angiography room
- Medical biology equipment, including automated analyzers and mass spectrometers
- Imaging equipment
- Lactarium
- Hemodialysis machine
- Resuscitation ventilators
- Anesthesia stations
- Operating theatres
- Post-operative recovery room (SSPI)
- Sterilization
- Block amplifiers (C-arm)
- Dental panoramic radiography
- Laparoscopy columns
- Arthroscopy columns
- Operating microscopes
- Closed neonatal incubators
- Apheresis systems





YOUR ARRIVAL



YOUR ADMISSION

Your visit to customer services marks the first step of your stay with us. You are welcomed here to complete the admission forms, either on the day you are hospitalized, or a few days earlier.

Customer service hours



- Monday to Friday from **07h15 à 17h45**
- Saturday, Sunday, public holidays from **07h30 à 13h30**

In order to facilitate discussions with customer service, an e-mail address will be requested. Therefore, you may also be contacted by the National Health Authority (HAS) to participate in the national online patient satisfaction survey (Esatis).

The documents required

For identification :

- National identity card (CNI), passport, residence permit, asylum application receipt, family record book, birth certificate
- Patients who are minors must be accompanied by a legal representative (with his identity document) who must provide proof of parental authority (family record book). He must be present when the minor is admitted and discharged.
- Proof of residence not older than 3 months



Pour la prise en charge des frais de séjour :

- Vital card, social security certificate, American Express card, work accident claim, cover for employers of public services, work accident form
- Medical insurance card, Complementary Solidarity Health (CSS), private insurance cover

Additional documents required for maternity patients

- Family record book or early legal recognition of a child
- If necessary, the choice of surname form for the unborn child (issued by the mayor's office and to be completed and signed by both parents when the child is born)
- Collections of forms providing the given names of your baby, completed in duplicate, which will be given to you with the 9th month consultation.

You have the option of sending the documents
at the following address :
bde@ch-cayenne.fr

Hospital costs :



Hospital costs include :

- The daily service rate which depends on the type of ward in which you are hospitalized (partially covered by your health insurance plan)
- Fixed daily rate (fixed by Ministerial Directive): fixed contribution, payable by the patient, which corresponds with the cost of accommodation.

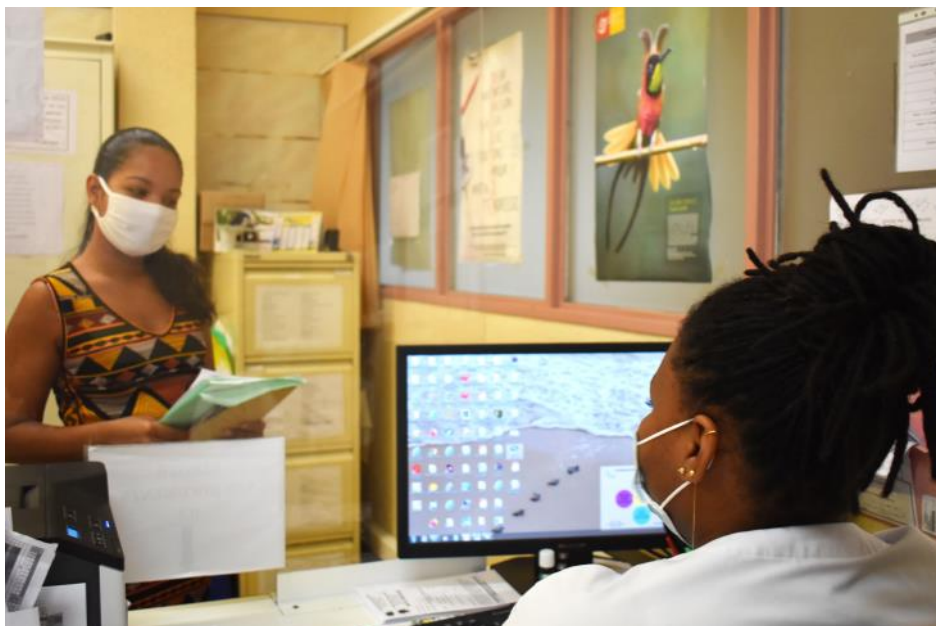
The payment of part of your accommodation costs may be paid directly by your social security fund upon presentation of your vitality card (direct settlement principle).

The **co-payment** (ticket modérateur) is that part of the hospital expenses not covered by health insurance. It is then up to your insurance company, a complementary insurance cover (e.g. CMUC) or the patient to cover the cost.

This amount is payable when you are discharged from the Hospital Center or at home, **by cash, cheque or credit card.**

If you are unable to settle your account, please contact the accounts office located in the hospital as soon as possible to arrange payment terms.

The hospitalization fees are attached to this booklet. You can also contact customer service for more information.



HIS IDENTIFICATION BRACELET FOR HIS SAFETY



**At the hospital,
your child must
always wear
his identification
bracelet**

**Identification bracelet :
the right care
to the right
patient**



YOUR STAY WITH US

RECEPTION

When you arrive, you will be welcomed by a member of the healthcare team. All professional staff wear a badge with their name, job title and their assigned department so that you can easily identify them.

Your personal belongings

For your hospitalization, bring along :

- Votre nécessaire de toilette : savon, serviette et gant de toilette, brosse à dents, dentifrice, rasoirs...
- Your toiletries : soap, towel and facecloth, toothbrush, toothpaste, razor...
- Your eating utensils : place setting (cutlery), mug, glass...
- Your personal effects : pyjamas, bathrobe, slippers, handkerchiefs, pillows...



- Don't forget the necessities for your baby (clothes, toiletries) : diapers, if he is staying in the pediatric ward.

The hospital provides the bed linen. It is changed as often as necessary.

Money and valuables



During your stay, it is not advisable to keep any large sums of money, credit card, checkbook, jewelry or other valuable objects with you (cellphone, computer...)

If you are in possession of any large sums of money or valuable objects when you are admitted, you can leave them in safe custody at customer service and you will receive a receipt.

These valuables can be collected from the customer service manager when you leave. Customer service is open from 7h15 to 17h45.

The hospital cannot be held responsible for any loss or theft.

Your identification

To avoid any risk of error, the nursing staff will give you an identity bracelet when you arrive.

For the duration of your healthcare experience, professional staff will ask you to state your name to ensure that you are properly taken care of.

It is a matter of your safety and our efficiency.



PROFESSIONALS AT YOUR SERVICE

DURING YOUR STAY THERE ARE SEVERAL TEAMS AVAILABLE TO YOU.



The medical team

The medical team meets regularly to review your state of health and make the necessary decisions. With your consent they are in contact with your personal physician.

The medical team is made up of a head of department, hospital physician and interns.

The **ward manager** is responsible for the care provided and ensures the continuity of your treatment with his staff, including the hospital physicians. He provides you with the desired information on the progress of your state of health. Your family may also request a meeting with this doctor for additional information. This interview will respect the rules of medical confidentiality.

The **intern** is a doctor training to be a general practitioner or a specialist who has already completed at least 6 years of medical studies. He can examine you during the daily visit and whenever your state of health requires it under the supervision of a hospital physician.

The **midwife** oversees the monitoring of pregnancies, childbirth and post-childbirth follow up with gynecologist-obstetricians in hospitals or through consultations.

The paramedical team

The **Healthcare Manager** manages the organization of the health service and leads the paramedical team. He will be available for any information you may require during your stay.

The **nurse** provides the care you need and that is prescribed by the doctor and ensures that you are constantly monitored. The nurse can provide you with advice concerning your health.

The **anesthetic nurse** is specialized in anesthesia, resuscitation, emergency care and pain management.

The **theatre nurse** is tasked with assisting the surgeon by preparing the surgical instruments and supporting you before and after your operation.

The **pediatric nurse** provides pediatric care.

The **nursing assistants** or pediatric nursing auxiliaries ensure that you get the necessary care relating to hygiene and that you remain comfortable during your stay.

Other healthcare professionals may also participate in your health care by providing specialized care or specific support.

The **radiographer** takes X-ray images (ultrasonography, scanner, MRI...). The radiologist report is then sent to the medical team of your hospital ward.





The **laboratory technician** takes samples and performs medical biology analyses.

The **pharmaceutical technician** handles the management, storage and packaging operations of medicines or pharmaceutical preparations.

The **physiotherapist** helps you to regain physical functionality.

The **dietician** can compose menus based on a medical prescription and offer you nutritional advice.

The **occupational therapist** is responsible for offering you solutions to facilitate the activities of everyday life if you have a disability.

The **speech and language therapist** prevents, assesses and treats speech impairments and disorders in oral and written communication, as well as the disorders associated with it.

The **orthoptist** specializes in vision and low vision rehabilitation.

The **psychologist** steps in health care by listening, providing support and counselling to adults and children.

The **medical secretary** takes care of the administrative tasks related to your stay.

The socio-educational team

The social worker provides support by resolving the problems related to your stay, your illness and your discharge.

The social worker visits patients and their family circle to discuss any difficulty related to illness and hospitalization. It is possible to ask the health manager to meet with the social worker. You may also visit the social welfare secretary located on the ground floor of the medical building, behind the cashier, or you can dial **05 94 39 52 36**. If you can't locate them, you can contact social welfare at the following e-mail address :

service.social@ch-cayenne.fr

Health Care Mediator : a team of health care mediators is at your service at the CHC.

They are divided into various service departments (PASS, CDPS, Diabetology, HDJ...) and can help you by :

- Accompanying you to health care professionals
- communicating with teams so that you will better understand the treatment that you will receive
- Directing you to welfare professionals and to exercise your rights
- Allow you to express your cultural specificities

Don't hesitate to contact them by e-mail at :

mediation.sante@ch-cayenne.fr



The Pedagogical and educational team

During the time that they are hospitalized, children and teenagers in primary school, middle school and high school can benefit from adapted lessons given by two specialized teachers and one National Education support assistant (AESH).

The school at the hospital participates in the healing process of the young patient by enabling him



to find a place of normality in the classroom by “escaping” from the hospital world.

The two classrooms are located in the pediatric ward (Woman Child Section). The teachers may also go to the room which is then transformed into a school area.

The **educator** sometimes meets the children in the activity room or brings along games and coloring books and pencils to their rooms. She arranges projects around the events of the year (Christmas, carnival...). These two activities are additional. The use of this facility depends on the type of illness the child has.

The technical team

The **hospital service agents** are responsible for the biocleaning of your room every day. Some of them help to move patients from one place to another in the hospital.

The **technical staff** may also be called to your room to provide a technical service such as plumbing or electricity jobs.



RULES AND PRACTICAL SERVICES

Visiting



Please note that the rules governing the presence of visitors and companions to the room of the patient may vary depending on the health situation of the patient.

Visiting is generally allowed by adults from **11h00 to 18h00** every day. .

Special arrangements can be made. These are displayed in the ward where applicable. The person in charge of the unit will confirm the conditions if necessary.



To avoid any risk of exposure to a contagious disease, children under the age of 15 are not allowed to visit patients. Cut flowers and potted plants are prohibited for hygienic reasons.

Companion(s)



The maternity ward allows one companion to stay with you and your baby. You will find the terms and tariffs for your companion's accommodation attached to this booklet.

Meals

Your meals are planned according to your state of health.



Unless your doctor gives you special permission, you should not have beverages, food or medicine brought to your room. The consumption of alcoholic beverages is prohibited.

Unless otherwise indicated, meals will be served as follows :

- Breakfast 8h00 to 9h00
- Lunch 12h00 to 13h00
- Dinner 18h00 to 19h

Respect and discretion



Out of respect for resting patients, we kindly request everyone to use radio and television devices with discretion and to avoid conversations that are too loud.

No smoking



You are in a public place and in terms of the law, smoking is strictly forbidden in the rooms and on the grounds of the Hospital Center.

The Hospital Center joined the Charter "Smoke-free hospital" and has started smoking cessation counseling. Our nurse can come and meet you in your ward.

She can be reached at 0594 39 53 56.

Fire safety

If you detect any smoke or suspicious odors :



- Notify the staff immediately
- Stay in your room
- Close the door carefully to avoid being uncomfortable

In the event of a fire :

- Please remain calm and follow the instructions given by the staff.
- Do not use the elevators.
- Wait until a staff member tells you to return to your room.

Catering



A beverage dispenser is available between reception and the admission desk. Your family can use the Hospital Center's self-service by purchasing visitor tickets from the Hospital Center management located in the Financial Manager's building. This service is available from Monday to Thursday between 9h00 and 12h00.

Mail



You are allowed to send and receive mail. The ward staff can be trusted to receive your mail with postage fully paid. Mail addressed to you will be delivered to the ward's health care manager. For courier purposes use the following address :

Ms., Mr.....
Centre Hospitalier de Cayenne
Service.....
6 rue des flamboyants 97306 Cayenne

Telephone



The rooms do not have telephone connections. However, the use of cellphones is permitted. We nevertheless recommend that you be extremely vigilant about the risk of theft. The rooms do not yet have internet access.

Religion



You can engage in any religious or philosophical activities of your choice, with respect for those around you and for public policy. A chaplain is regularly present in the hospital to offer patients and their families : a spiritual and religious presence, attentiveness or support while considering the convictions of every person including the healthcare staff. The chaplain can also put you in touch with representatives of other religions. Your ward staff can also provide you with this information. Note, however, that any proselytizing is forbidden.

Contacts



The CHC has an inside phone book. For more information ask the staff in your ward.

FIGHT AGAINST PAIN

Pain is not unavoidable. The CHC makes it a priority and is committed to helping you to relieve it. Our institution undertakes to **PREVENT, ASSESS** and **TREAT** your pain.

PREVENT

There are several types of pain that can be prevented (prevent it from occurring) and/or treated (alleviate it when it does occur).

- Pain caused by certain treatments (dressings, intravenous therapy...)
- Acute pain (trauma, post-surgery...)
- Chronic pain (migraines, low back pain...)

EVALUER

In order to treat your pain, the healthcare staff must, **with your help**, assess its intensity.

They use different tools to do this, based on the type of pain you are experiencing and your profile (age, ability to communicate...).

You can tell us “how much” pain you have in several ways :

- by rating your pain on a scale of 0 (no pain) to 10 (very severe pain)
- by using the tools offered by the ward staff or by referring to the scale opposite

TREAT

The staff can then give you the treatment that is best for you and assess the effectiveness of the treatment.



MOBILE PALLIATIVE CARE TEAM

In the event of a serious illness, you or your family circle can call on the mobile support and palliative care team.

The mobile team is qualified to relieve pain and other symptoms of discomfort. The team can provide psychological support to you and your loved ones.

The team is made up of a doctor, a psychologist, a coordinating nurse and a referral nurse for pediatrics.

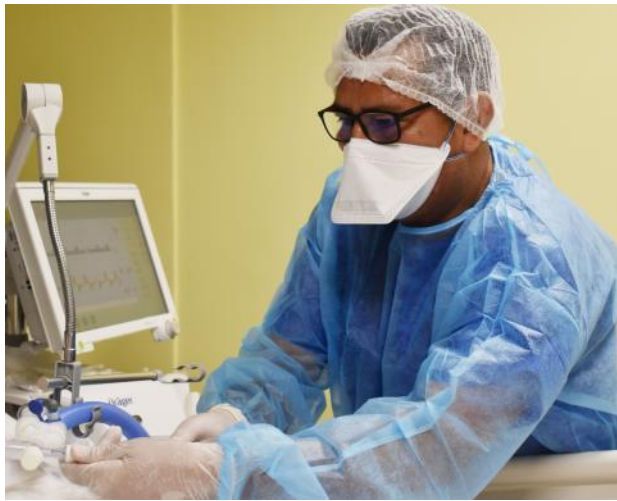
This mobile team works closely with the welfare service and the nutrition team. If necessary, they will do home visits and visits to other institutions.

To get in touch with this team, ask the staff of the ward you have been admitted to. You can also contact them by e-mail :

emsp@ch-cayenne.fr



FIGHT AGAINST HEALTHCARE ASSOCIATED INFECTIONS



Healthcare-associated infections (HCAI) are infections contracted during treatment at a healthcare facility. The Cayenne Hospital Center has implemented procedures for the prevention and monitoring of nosocomial infections via the Committee for the Fight against Healthcare-associated Infections (Clas).

A long term action plan was drawn up by Clas and is broken down into several focal areas :

- actions regarding prevention
- actions regarding monitoring
- actions regarding training and the evaluation of professional practices

Clas meets regularly to draw up and monitor the long term action plan to fight nosocomial infections.

The hospital operational hygiene team (EOHH) has implemented the action plan decided by Clas and responds to the requests received by the wards.

The EOHH establishes protocols, performs observational audits on healthcare practices and puts monitoring actions in place.

All hospitalized patients receiving treatment are informed about the risk of infection linked to high-risk procedures or treatments.

When a patient has contracted a healthcare-associated infection (HAI), the doctor will notify the patient and start with appropriate treatment.

A systematic collection of information on HAI is done by the EOHH. This information is subjected to internal anonymized analyses in the hospital in order to improve the quality of healthcare.

The information can be distributed over national surveillance networks.

These networks are declared to the National Commission on Informatics and Liberty (CNIL) and the data is hosted on a server that meets the requirements of current regulations.

If you wish to be informed of the results, object to the data being used or want information about the type of information collected, you can direct your enquiry to the hospital's EOHHD : :

eo hh.char@ch-cayenne.fr





LEAVING THE HOSPITAL

PROCEDURES BEFORE LEAVING THE HOSPITAL

Discharge

The doctor determines the time you are discharged based on your state of health. The healthcare team helps you prepare for your discharge from hospital.

All discharges are done before **2 PM**

You will need the following from the nurses or midwives :

- The discharge letter and a letter to your personal doctor
- Your discharge prescription (treatment, nursing care, physiotherapy...)
- Your sick note, if necessary
- Health record for your baby and his discharge prescription if you have just given birth
- The results of your health examination that you took when you were admitted.



Before leaving the hospital, you or a member of your family must visit customer service to :

- Obtain your discharge note and status reports required by your employer, Social Security Fund and your supplementary health insurance (“Mutuelle”).
- Pay the accommodation costs not covered by your “mutuelle” insurance if you are covered by social security.

If you do not have insurance, you will be responsible for all costs.

The hospitalization costs are available from customer service and are attached to this booklet.

Discharge against medical advice

If you decide to leave the hospital against the advice of your doctor, you will be required to sign a certificate, releasing the ward doctor and the hospital from any responsibility in the event of any possible consequences. This provision does not apply to patients under psychiatric care.

Patient discharge questionnaire

A questionnaire regarding to your hospitalization has been provided with this booklet. By filling it and through your answers and suggestions, you are contributing to improving the quality of the service provided by the facility. Please return this questionnaire : to the healthcare team, or place it in the boxes reserved for this purpose at the admissions office or post it to the following address :

***Direction Qualité – Gestion des risques et relations avec les usagers
Centre Hospitalier de Cayenne rue des Flamboyants BP 6006 - 97306 Cayenne Cedex***

Transport



To return to your home, you can leave using the means of transport of your choice (personal vehicle, taxi, public transport...).

If your state of health or a medical prescription requires it, you may be transported by ambulance.



YOUR RIGHTS

YOUR MEDICAL RECORD

As a patient at this facility, a medical record is kept in your name.

It contains all the health information that concerns you.

You may review it by sending a written request addressed to the Director of the facility via e-mail to :

acces.dossiermedical@ch-cayenne.fr

Or by letter to the following address :

Monsieur le Directeur Général
Centre Hospitalier de Cayenne Rue des Flamboyants – B.P 6006
97306 Cayenne Cedex

A copy of your identity document should be sent with your request.

The hospital can discuss your record with you directly or via a doctor of your choice. You may review your record on site and be accompanied by a doctor if you wish.

You will be informed when the record is available.

You can consult your record :

- On site, free of charge
- If you would like a copy of your entire medical record or part of, you will be responsible for the printing cost of.
- You can request that your record be posted, in which case you will have to pay for the copying and delivery costs.

The hospital keeps your medical record for at least twenty years after your last hospitalization at the facility of your last outpatient visit. If you need more information, you can request a more detailed information sheet.



USERS' COMMITTEE AND COMPLAINTS

Users' committee

Its mission is to ensure that your rights are defended and to help you in your efforts. The users' committee brings together the director of the institution or his representative, the mediators and representatives of independent hospital users. The composition of this committee is set out in detail and displayed at the entrance to the ward.



The committee may be required, in certain cases, to examine your complaint or dispute anonymously. In addition, it makes recommendations to the institution in order to improve the reception and care provided to patients and their loved ones. To establish these recommendations, the users' committee relies heavily on all complaints, disputes, praise, remarks or proposals : that is why it is very important to share your comments with the institution, whether you are satisfied or not.

Complaints

If you wish to share a comment with the CHC regarding your treatment, you can contact the person in charge of the ward where you were hospitalized.

If you are not satisfied with this approach, you can ask to meet with the Users' Relations Department by e-mail at : cdu.char@ch-cayenne.fr or by mail at the following address :

***Direction des relations avec les usagers
Centre hospitalier de Cayenne Rue des Flamboyants – BP 6006
97306 Cayenne Cedex***

This contact person will ensure that your complaint or dispute is investigated in accordance with the terms and conditions prescribed by the Public Health Code. He will liaise with the Users' Committee (CDU) and may, if necessary, put you in touch with a medical or non-medical mediator who is a member of the committee. The mediator will meet you to discuss the difficulties you are experiencing.

If you need more information, you can request a sheet with more detailed information from the ward where you are receiving treatment.

YOUR TRUSTED PERSON



During your stay, you can appoint a person from your close family circle, in writing, who you have complete trust in to support you throughout the treatment and the decisions to be made. This person, who will be considered your « trusted person », will be consulted in the event that you are unable to express your wishes or to receive the information you need for this purpose.

This person, if you wish, may also accompany you to medical consultations in order to participate in decisions regarding you.

You may revoke your decision to choose this person or change the terms thereof at any time, verbally or in writing.

If you would like to know more about choosing a « trusted person » you can collect an information sheet and a form to appoint someone appropriate from your treatment ward.



YOUR ADVANCE DIRECTIVES

In terms of the law, any person who has reached the age of majority can write advance directives (living will) in the event that they lack the capacity to make personal decisions, such as after a stroke or a traumatic brain injury.

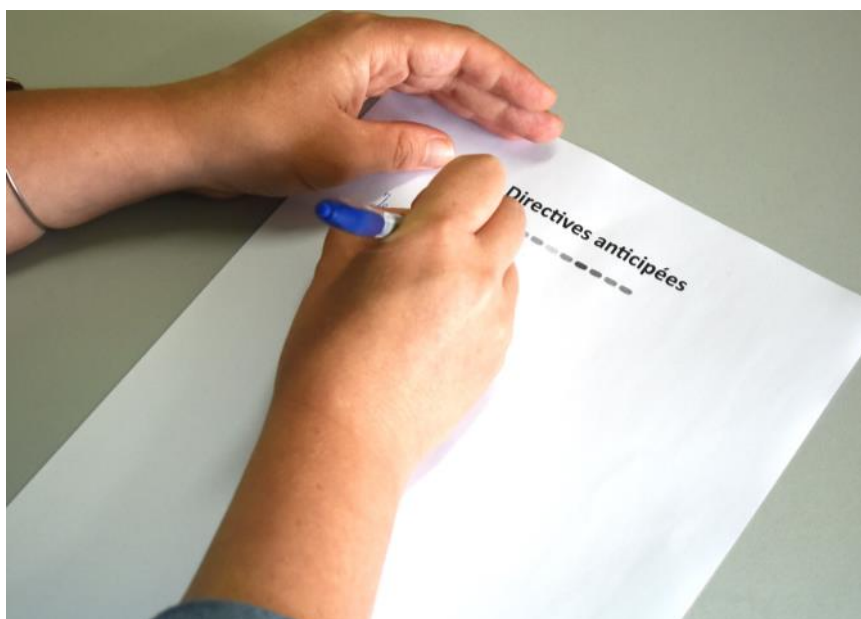
These directives indicate the patient's wishes concerning the withholding or withdrawal of treatment at the end of his life.

These directives will be consulted by the doctors who are obliged to respect them except in an emergency or if they prove to be inappropriate. Their content shall prevail over any other non-medical advice.

There is no time limit to advance directives and they can be modified or cancelled at any time.

It is important that these directives are easily accessible to doctors. You can give a copy to your personal doctor, to a loved one and to the Cayenne Hospital Center. You can also add it to the medical file shared online.

When you arrive at the unit, the caregivers will ask you about your advance directives and can help you, if you wish, to write them by giving you a form to fill out.



ORGAN RETRIEVAL AND DONATION



Organ donations can save a person's life or improve their quality of life. The Cayenne Hospital Center has been performing organ retrieval for therapeutic purposes since July 2014.

Organ transplants are performed by the Pointe-à-Pitre University Hospital Center (Guadeloupe, FWI).

In France the Law on Bioethics of 2004 established the principle of « presumed consent ». Thus, any individual is assumed to be an organ or tissue donor after his brain death, unless he has expressed a wish in life not to be a donor.

If you do not wish to donate your organs, you must place your name in the national refusal register for organ donations :

**Agence de la biomédecine TSA 90001
93572 Saint-Denis-La -Plaine cedex**

The refusal is mandatory before any medical sample can be taken. Whether or not you agree to donate your organs, it is important that you talk about it with loved ones so that they can testify calmly when the situation requires it.



BIOLOGICAL SAMPLES

During your stay, several samples may be taken for biological analysis in order to determine your medical diagnosis.

Once the diagnosis has been determined, your samples may be kept and then used for scientific research.

If you are opposed to it, you must express your refusal verbally when the sample is taken.

Your refusal will result in the destruction of your samples after the analysis has been done. You also have the option to refuse the use of your samples for research at a later time by contacting the service that took the sample.

In the case of minors and children under guardianship, this refusal must be expressed by the parents or the guardians. Please be assured that your refusal will in no way impact on the quality of your healthcare.



RESEARCH AT CHC

Research activity

- The Cayenne Hospital Center is undertaking research activities throughout the country with the objective of improving the quality of healthcare, preventing diseases more effectively and providing health knowledge to assist with public decision-making.
- Research in France is strictly governed by the law (the Jardé law, le GDPR, see p.38-39, the Declaration of Helsinki and the Privacy Protection Law).
- Research is conducted by multidisciplinary teams of qualified people (doctors, statisticians, clinical research assistants, etc.) on the basis of a research protocol authorized by the competent authorities.



Your data

- During your hospitalization or consultation, information about you may be collected. This information may concern your health data, your biological samples or any other data collected during your visit to the Cayenne Hospital Center.



- Your health data and/or your biological samples may be reused for research projects, unless you expressly object to it.
- In order to ensure that your data is protected, data from these processes will be collected and coded by qualified personnel. The length of time that your information is kept complies with legislation in this regard.

Your participation

- During your hospitalization or consultation, you may be approached to participate in a research protocol.

After receiving specific information about the protocol as well as your rights by a doctor or a person qualified for this research, you can decide whether you want to participate or not, without justification and without your decision affecting your treatment or quality of health care in any way.

- Depending on the type of research project, you may have to sign a consent form to show that you are not opposed to participating in the study.

Your rights

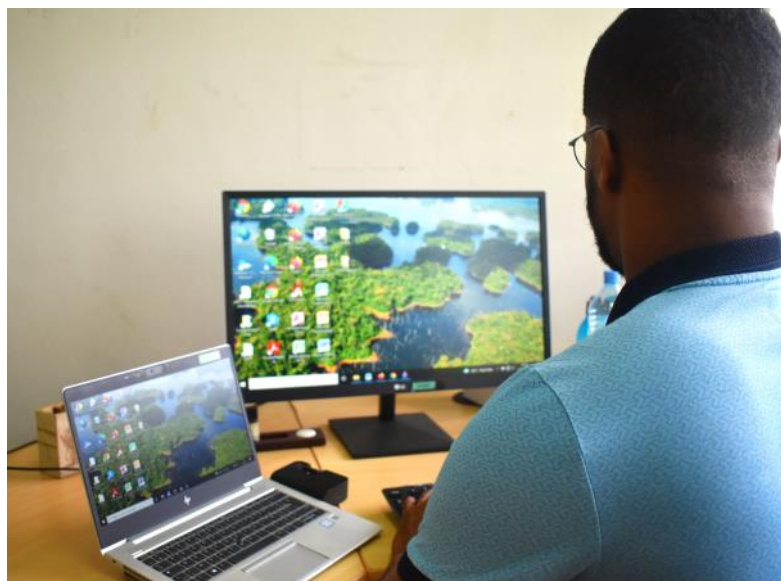
- You have the right to access, rectify and refuse the collection of information about you. If you are representing a loved one, the same rights will apply to the person you represent as his/her agent.
- The processing of your medical information relies on the legal basis of a task carried out in the public interest.
- You can exercise your rights directly by approaching the doctor treating you and/or the Data Protection Officer (dpo@ch-cayenne.fr).
- If you feel that your rights are being infringed upon, you can file a complaint with the supervisory authority on the website www.cnil.fr



PROTECTION OF PERSONAL DATA

The European regulation has been in force since 25 May 2018. Many of the preliminary formalities with CNIL have disappeared. In return, the responsibility of the organization is reinforced by ensuring optimal data protection while demonstrating their compliance.


The new European regulation is consistent with the French Privacy Protection Law of 1978 and enforces the control that citizens may have over the use of data concerning them.




The General Data Protection Regulation (GDPR) standardizes the European rules by offering a unique legal framework to professionals, allowing them to develop their digital activities within the European Union, based on the trust of their users.

As part of your healthcare, CHC may collect a certain amount of data about you. The Cayenne Hospital Center collects and stores information about you in a file. This is your patient file and consists of a medical section and an administrative section.


Why a medical record ?

 It is mandatory to keep a patient file. The information collected by CHC is processed, the main purpose being for your healthcare. It guarantees health continuity and meets the requirement to provide appropriate care, which results in the continuous improvement of our organizations and practices.

How long are your medical records kept?

 The medical section is kept for at least 20 years from the date of your last visit, with reference to article R. 1112-7 of the Public Health Code, which is applicable to public health institutions. The administrative section is kept for the necessary duration of time so as to be compliant with the regulations in force for the type of information.


How is your data processed ?

 As guarantor of the privacy of its users and subject to professional secrecy, CHC ensures the highest level of protection of the data it processes.

It may share certain data with other health professionals or institutions in specific cases provided for by laws and regulations and when it is in the interest of the patients who place their trust in it.

- At no time does CHC engage in automated decision making or profiling.
- CHC does not use the personal data processed for commercial or marketing purposes.
- If CHC wishes to use the personal data of its users for purposes other than those set out above, it undertakes to obtain the express, free and informed consent of the persons concerned.


Who are the recipients of the information in your record ?

 The data collected is intended for the healthcare team looking after you. To the extent that it is useful for healthcare continuity and determines the best possible treatment, the medical information is considered to have been entrusted by you to the whole healthcare team looking after you. The same information may also be entrusted to other health professionals who are not part of the healthcare team taking care of you, provided that you have been notified about it and you have not objected to it.

In the context of medical and biomedical research, the CHC complies with the specific laws and regulations in force and will provide information for which we will specifically obtain your consent.

Your data may be sent to government bodies within the legal framework, as well as to external subcontractors or parties. In these circumstances, this process is strictly necessary for the accomplishment of the CHC mission to these organizations who have the same regulatory responsibilities as this facility.

Your rights and how to exercise them ?

 You may access the information in your file. You also have, under certain conditions, a right to rectify or erase information, or the right to refuse or limit the use thereof if it is inaccurate, ambiguous, incomplete or out-of-date and on condition that you can justify a “legitimate reason” for doing so. (Art. 16, 17, 18 et 21 du RGPD)

For any questions relating to the protection of your data or to exercise your rights, you can contact your doctor directly or the data protection officer via e-mail at : dpo@ch-cayenne.fr or at the postal address :

***Le délégué à la protection des données
Centre Hospitalier de Cayenne
Rue des Flamboyants BP 6006 97306 Cayenne Cedex***

In case of any difficulties, you can also submit a complaint to the **National Commission on Informatics and Liberty (CNIL)** on sur www.cnil.fr



YOUR RESPONSABILITIES



During your visit to the CHC, the staff will endeavor to make you feel as welcome as possible.

We request that you treat them with as much respect as is due to you. We ask you to take care of the premises, equipment and furniture made available to you during your stay.



Taking any photographs (by camera or mobile phone) outside the private framework of your family and friends is prohibited.



We remind you that in order to respect the needed rest of other patients, everyone is requested to use radio and television devices with discretion and to avoid conversations that are too loud.



You are in a public place and in accordance with the law, it is strictly forbidden to smoke in your room or on the grounds of the Cayenne Hospital Center.

The Hospital Center joined the Charter « Smoke-free hospital » and has started smoking cessation counseling. Our nurse can come and meet you in your ward.

She can be reached at : **0594 39 53 56**.



OUR PROJECTS

The Cayenne Hospital Centre, a referral hospital for the region, will become a university hospital centre by 2025, along with the Kourou Hospital Centre (CKH) and the West Guiana Hospital Centre (CHOG)/

This process of universityisation will allow, among other things, the local training of health professionals and the development of health sectors in French Guyana.

At the same time, your health establishment has embarked on a major modernisation project. Thus, in the near future, several improvements will be made to better welcome you:

- the renovation of the psychiatric sectors
- the creation of a consultation centre (photo above)
- the creation of new critical care and specialty medicine platforms
- the creation of a hospital centre to, among other things, improve the reception of users from the inland municipalities
- the creation of a research building
- the reconstruction of three delocalized prevention and care centres (CDPS): Papaïchton, Apatou and Camopi

These projects will be carried out with high Amazonian environmental quality.





Questionnaire completion date :

1. You are : male female Age..... years

2. You are currently at our institution for:

- consultation - hospitalization in the day clinic
 - hospitalization as an outpatient (less than 24h) - complete hospitalization (more than 24h)

3. You were admitted

- for an emergency - for a consultation - you were not admitted

4. You were hospitalized (or you had a consultation) in which ward?



1. RECEPTION OF THE INSTITUTION

1. How would you rate your access to the hospital (bus, car...)					
2. What did you think of the reception at the admissions office during the admission formalities ?					
3. Was it easy to find your ward?	yes <input type="checkbox"/>			no <input type="checkbox"/>	
4. Did the people you meet introduce themselves?	yes <input type="checkbox"/>			no <input type="checkbox"/>	
5. Were you able to appoint a trusted person?	yes <input type="checkbox"/>			no <input type="checkbox"/>	
6. If yes, has the role of this trusted person been explained to you?	yes <input type="checkbox"/>			no <input type="checkbox"/>	
7. Was your room/place ready ?	yes <input type="checkbox"/>			no <input type="checkbox"/>	
8. Have you been given a welcome booklet or an outpatient passport ?	yes <input type="checkbox"/>			no <input type="checkbox"/>	
9. If yes, how would you rate the information in its content?					
10. As a whole, how would you rate the reception of the staff when you arrived at the hospital ward?					
11. Why ?					



2. Quality of the hospitality service

1. What did you think of the comfort in your room/place ?					
2. In your opinion, which aspect of the room's quality can be improved? - cleanliness <input type="checkbox"/> - comfort <input type="checkbox"/> - quiet <input type="checkbox"/> - ambient temperature <input type="checkbox"/> - amenities <input type="checkbox"/> - other <input type="checkbox"/>					
3. If other, which?					
4. What do you think of the quality of the meals/snacks served ?					
5. In your opinion, which aspect of the quality of the meals can be improved? quality <input type="checkbox"/> quantity <input type="checkbox"/> variety <input type="checkbox"/> presentation <input type="checkbox"/> choice of several menus <input type="checkbox"/> other <input type="checkbox"/>					

Very satisfied
Satisfied
Dissatisfied
Very dissatisfied
Not concerned



3. RESPECT FOR YOUR RIGHTS

1. What do you think of the attentiveness and availability of the healthcare personnel?					
2. Are you satisfied with the staff's respect for your privacy and dignity?					
3. How do you rate the attention paid to your family circle by the staff?					

Very satisfied
Satisfied
Dissatisfied
Very dissatisfied
Not concerned



4. INFORMATION RECEIVED AND QUALITY OF THE HEALTHCARE

1. Did you receive any information on the progress of your treatment ?	yes <input type="checkbox"/>	no <input type="checkbox"/>			
2. What do you think of the information that was sent to you regarding your state of health and your treatment?					
3. How do you rate the responses you received to questions about your state of health ?					
4. What did you think of the information you were given about the medication that was prescribed to you in hospital ?					
5. Did you feel that you were participant in the decisions made about your treatment?					
6. If so, would you say that your pain management was...					
7. Overall, would you say that the healthcare you received in the hospital was...					

Very satisfied
Satisfied
Dissatisfied
Very dissatisfied
Not concerned



5. ORGANIZATION OF THE DISCHARGE PROCEDURE AND OVERALL ASSESSMENT

1. Are you satisfied with the organization of your discharge (discharge notice, date...)?					
2. Are you satisfied with the information you received concerning your follow-up care after your discharge?					
3. Did you receive a discharge letter/e-mail ?	yes <input type="checkbox"/>	no <input type="checkbox"/>			
4. What is your general opinion of your stay ?					
5. Why ? Any suggestions for improvement?					



MY ADVANCE DIRECTIVES FOR MY END OF LIFE



This document indicates **what I want for my end of life** if I am no longer able to express myself.
I fill it out and sign it.

If I **cannot write**, I can **call on two people** who can bear witness to my wishes.

MY CONTACT DETAILS

Last name :	First name :
Date of birth	In the city of
Adresse:	
Phone number	
Email	

MY CHOICES

Artificial respiration: a machine « breathes » for me or helps me to breathe

Yes No I don't know

Cardiopulmonary resuscitation in case of cardiac arrest: artificial respiration, cardiac massage, shock

Yes No I don't know

Artificial feeding: I am fed through a tube placed in my digestive tract or by intravenous infusion

Yes No I don't know

Artificial hydration: I am hydrated thanks to an intravenous or subcutaneous infusion

Yes No I don't know

Artificial kidney: a machine replaces my kidneys (dialysis)

Yes No I don't know

Transfer to an intensive **care unit** if my condition requires it

Yes No I don't know

Blood transfusion

Yes No I don't know

Surgery

Yes No I don't know

Radiotherapy/cancer chemotherapy

Yes No I don't know

Medicines and techniques to prolong my life

Yes No I don't know

Deep and continuous sedation associated with pain treatment until my death

Yes No I don't know

After my death, **I want to donate my organs** to people who need them to live

Yes No I don't know



Date and signature :

What I want to add:

Although **able to express my will, I cannot write and sign myself**. The two witnesses below certify that this document is the expression of my free and effective will.

Witness 1

Last name
Quality

First Name :
Date and signature

Witness 2

Last name
Quality

First Name :
Date and signature



MY TRUST PERSON



My « **trusted person** » is someone close to me (family, loved one, attending physician, etc.) who **accompanies me throughout the care and the decisions to be made.**

This person **will be consulted if I am ever unable to express my wishes** or receive the information necessary for this purpose. She may, if I wish, attend medical interviews in order to participate in decisions about me.

At the end of my life, if I am not able to say what I want, **this person will be able to testify of my wishes.**

I DESIGNATE MY TRUST PERSON

His name	His first name
His date of birth	His city of birth
His address	
His phone number	
His email	

Date :

My signature :

FRAMEWORK RESERVED FOR THE PERSON OF TRUST

I, the undersigned

Last name.....First name.....

I agree to be the confidant of

Date :

Signature :

OBJECTION FORM



I, THE UNDERSIGNED, MR. / MRS.

Last name :

First name :

Maiden name

Date of birth

Adress:

I object that:

my **health data** is subject to computerized processing necessary for the continuity of care and the administrative management of my medical file, following my consultation or my hospitalization in a hospital department

*As this processing is related to a legal obligation to which health establishments are subject, **you must express a legitimate reason for your opposition** to be taken into account by the Cayenne Hospital, in accordance with article 38 of the Data Protection Act **

Why :

I object that :

my **health data is the subject of research**, analysis of the activity of the services or studies in the field of health, by the care team that took care of me or by other professionals duly authorized under the responsibility of a doctor from the establishment .

the **samples taken** as part of my diagnosis and follow-up are **kept and used for research purposes**

Done at on the / / Signature

For any question relating to your personal data and for any question relating to the storage of your samples: dpo@ch-cayenne.fr

* Law n°78-17 of January 6, 1978 amended in 2004 relating to data processing, files and freedoms.



Centre hospitalier de Cayenne Andrée Rosemon
6 rue des Flamboyants BP 606—97 306 Cayenne cedex
0594 39 50 50
www.ch-cayenne.fr



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