



INTERNATIONAL PATIENT WELCOME HANDBOOK



Hôpital Paris
Saint-Joseph

GROUPE 
HOSPITALIER
 **PARIS**
SAINT ■ JOSEPH



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DIRECTOR'S WORD

Dear Sir,

Dear Madam,

Welcome to the **HÔPITAL PARIS SAINT-JOSEPH** which team will take care of you during all your stay.

Thank you for choosing the Hôpital Paris Saint-Joseph for your care.

Our hospital combines skills to guarantee you excellent care in a quality environment with constantly improving standards of hospitality and attention!

We seek to assist your stay in the hospital and put all our skills to make it happen in the best conditions.

This welcome handbook is designed to guide you through the steps of your patient journey and to help you in the practical aspects related to your hospitalization.

Our team is at your disposal for any further information.

The entire personnel joins me in wishing you a quick recovery.

Thank you for your trust.

Jean-Patrick Lajonchère
General Director

OUR HISTORY



The history of the Hôpital Paris Saint-Joseph is marked by gestures of generosity, interest of the patient, and listening to the other. Founded in 1878 on the initiative of Monseigneur d'Hulst and a group of Catholic families, the "petit hôpital" opened its doors on September 14, 1884 with 26 beds, a doctor, a surgeon, and 8 nuns of the Order of St. Vincent de Paul.

Until 1914, donations from benefactors made it possible to increase the number of beds, build new pavilions, acquire land and diversify medical and surgical specialties.

In 1919, the hospital was recognized as a public utility facility.

In 1976, it chose to participate in the public healthcare service.

In 1977, by decree, the hospital acquired the status of foundation.

In 2006 the Groupe hospitalier Paris Saint-Joseph was created, resulting from the merger of three hospitals in southern Paris, namely Saint-Joseph, Notre-Dame de Bon Secours and Saint-Michel, respectively founded in 1887 and 1888.

On the Board of Directors of the Fondation Hôpital Saint-Joseph are still a representative of the Archbishop of Paris, a sister representing the original congregations and a representative of the founding families.



OUR MISSIONS

TO CURE

We are at the service of the well-being of all patients, without discrimination, by providing excellent care.

TO CARE

In connection with other care actors, we care for all patients, including the most deprived, throughout their medical and medico-social journey.

TO INNOVATE

Our involvement in research and our ability to integrate innovation underpins continuous improvement in care.

TO TRAIN

We ensure training of health professionals through teaching, transmission of knowledge and transfer of experience in our team.

- L'hôpital The hospital is administered by the Fondation Hôpital Saint-Joseph. Private non-profit hospital, private healthcare institution of public interest (ESPIC), practicing agreed rates without exceeding fees.
- The Fondation Hôpital Saint-Joseph continues the work undertaken by the founders of the hospital in the same spirit of evangelical devotion, respect for Catholic consciences and morality, with the respond to concerns, in the application and improvement of therapeutic techniques, to the requirements of medical ethics.

OUR VALEURS

- ▶ We are deeply committed to the values of hospitality, ethics, professionalism and team spirit carried by all of our healthcare personnel.
- ▶ The Hôpital Paris Saint-Joseph welcomes every person without discrimination. Respect for the patient, human warmth and listening are a core part of the medical action. Every day, our healthcare personnel are at the service of patients in a climate conducive to mutual recognition and esteem.
- ▶ Ethics is at the heart of our hospital. All decisions regarding patients are made in accordance with the principles of integrity, transparency, ethics and patient choices. We ensure a transparent management of the personnel and recognize the skills of each by communicating openly in a climate of trust.
- ▶ Excellence in patient care is achieved through professionalism and team spirit demonstrated by our healthcare personnel. It is imperative for our staff to be responsible in all circumstances and in each of their functions. We have developed a collaborative spirit that promotes the sharing of experience and makes it possible to build, for each problem to be addressed, an appropriate, responsive and effective team.



HÔPITAL PARIS SAINT-JOSEPH

The hospital offers patients a range of local and highly technical care that allows the optimal management of their pathology with the concern of human support in all its components..

Medical and surgical specialties are grouped into clinical or medico-technical clusters. These clusters combine complementary medical and surgical specialties to offer all the therapeutic alternatives available to patients.

MEDICAL AND SURGICAL OFFER

- ▶ Cardiology and intensive care
- ▶ Digestive surgery
- ▶ Gynecological surgery
- ▶ Maxillofacial surgery, stomatology and implantology
- ▶ Orthopedics surgery and traumatology
- ▶ Urological surgery
- ▶ Vascular surgery
- ▶ Reconstructive, plastic and aesthetic surgery
- ▶ Dermatology
- ▶ Diabetes, endocrinology and nutrition
- ▶ Gastroentérology
- ▶ Gynecology
- ▶ Internal medicine
- ▶ Vascular medicine
- ▶ Neonatology
- ▶ Neurology
- ▶ Neurovascular surgery and intensive care unit
- ▶ Obstetrics
- ▶ Oncology
- ▶ Thoracic oncology
- ▶ Ophtalmology
- ▶ Otolaryngology
- ▶ Pulmonology - allergology
- ▶ Proctology
- ▶ Rheumatology
- ▶ Resuscitation

MEDICO-TECHNICAL PLATFORMS

- 19 operating rooms - 1 hybrid operating room
- 4 endoscopy rooms
- 4 imaging and interventional cardiology rooms
- 9 delivery rooms and 2 caesarean sections
- 1 surgical robot
- Medical imaging (3 MRI, 3 scanners, 1 EOS) and 5 x-ray rooms
- 1 microbiology laboratory specializing in the determination of antibiotics
- 1 Laboratory of medical biology and anatomopathology
- 1 Outpatient Surgery Unit

687 beds

including 100 outpatient units

24/7 emergency department

7 days / 7

QUALITY AND CERTIFICATION

We strive to continuously improve the service we provide to you.

The quality of your stay is based on the quality and safety of care.

The Hôpital Paris Saint-Joseph is the first healthcare facility in Paris to get the v2014 certification by the French Haute Autorité de Santé (HAS) with an A level, the best level.

The Hôpital Paris Saint-Joseph participates every year in the compendium of National Safety Quality indicators, the results are available on our website and in the hospital lobby.

The Hôpital Paris Saint-Joseph was named one of the 100 Best Hospitals in the world in 2020 by the America magazine Newsweek, and the best non-profit hospital at the national level.



BEFORE YOUR HOSPITALIZATION

INTERNATIONAL DEPARTMENT

The International Department of the Hôpital Paris Saint-Joseph will be guide throughout your patient journey.

Operational since 2012 and multilingual, it is the only entrance ensuring the coordination of international patients.

Located in the Losserand building (189 rue Raymond Losserand), door D, on the 2nd floor, the International Department is open from Monday to Friday, from 9am to 6pm.

Contact:

- Dina GARITO-KARAM - Phone: +33 1 44 12 78 81 - internationalpatient@ghpsj.fr
- Marguerite GERAUD - Phone: +33 1 44 12 84 77 - internationalpatient@ghpsj.fr

If you need a translator service or a english traduction of your medical report, please contact the International Department who is at your disposal.

INFORMED CONSENT

Before you give your consent to be treated, you will receive information that is fair, clear and tailored to your level of understanding from the healthcare and medical teams.

Giving your informed consent implies that you are free from any pressure or constraint, and know the possible therapeutic alternatives, that is, the other ways to treat your health problem(s) encountered with their advantages and disadvantages.

It is on the basis of this exchange that you will be able to accept or refuse what health professionals advocate. The latter must necessarily respect your will as a patient.

Your informed consent is collected throught the signature of a written consent form.

EMERGENCY CONTACT AND HEALTHCARE AGENT

The emergency contact is a person identified on the medical record at the beginning of the hospitalization in the event that an aggravation occurs during hospitalization.

The healthcare agent (Art. L. 1111-6 of the public health code)

This person will be consulted in the event that you are unable to express your will or receive the information necessary for this purpose. In addition, if you wish, this person will be able to attend the medical interviews to help you make the decisions that concern you. This trusted person may or may not be the emergency contact. Be aware that you can cancel your designation or change its terms at any time.



PRATICAL INFORMATIONS ABOUT YOUR STAY

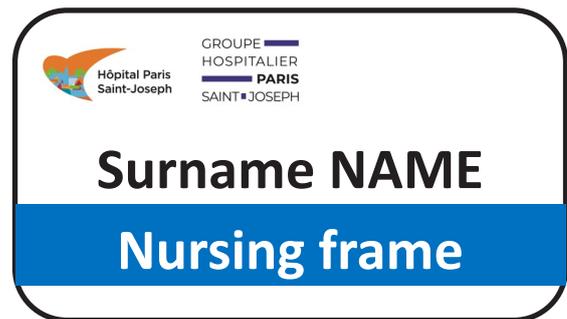
CAREGIVERS YOU WILL BE IN CONTACT WITH

The chief medical officer and the health executive are responsible for the healthcare team. Badges of different colors make it possible to identify the staff you see everyday.

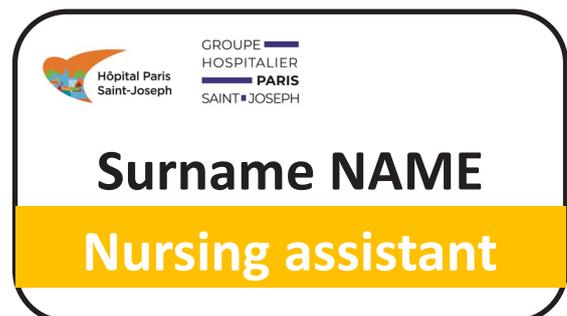
- ▶ **Red:** head of department, doctor, intern, radiologist, biologist, pharmacist.



- ▶ **Blue:** nursing frame, nurse.



- ▶ **Yellow:** medical assistant, nursing assistant, hospital officer, stretcher keeper, social worker, dietetician, physiotherapist, steward, administrative, technical staff.



PERSONAL ITEMS

Provide for your stay a necessary toilet, towels and personal linen. Their maintenance is your responsibility.

You will need a payment method to pay for your hospitalization costs and any services you may have received during your stay.

DRUGS - PROTHESIS

If you are under medication, you must hand over prescriptions and medications to the nurse upon arrival.

The hospital will provide the necessary medicines during your hospitalization.

If you are wearing prostheses (eye, hearing, dental...), report it to the staff. A blue box will be given to you to put your dentures. In any case, your prostheses remain under your full responsibility.

VALUABLES

- ▶ We recommend not to bring any valuable item.
- ▶ The hospital is not responsible for losses and theft of your personal items (phone, tablet, computer...) committed in the rooms.
- ▶ **A private safe** is available in your room.
Its use remains under your responsibility.
- ▶ **A central safe** is also available to store small valuables. You will then be given a deposit form (Law of 6 July 1992). **Only this method of deposit engages the responsibility of the hospital.**
- ▶ To retrieve your valuables deposited at the central safe, contact the service officer.

BENEFITS AND SERVICES

Meals

Meals will be served according to your diet and food preferences (hallal, kosher, vegetarian). You can, if you wish, meet the dietician of the service.

The consumption of food other than provided by the hospital is strongly discouraged and remains under your full responsibility.

TV channels

A TV set with French and international channels is available in your room.

Wi-fi connection and phone

Your room is equipped with a telephone that will allow you to join the international cell.

Wi-Fi access is provided, the patient network being called "wifi-cite".

Premium service

A premium service including a toiletry bag, a towel, a bathrobe, the delivery of the press in the room and enhanced meals in the form of a catering tray is proposed. The rates are available at the International Department.

Premium accompanying package

A premium accompanying package is also available. It includes a classic accompanying bed and full board (3 meals). The rates are available at the International Department.

VISITS

Visits are allowed from 13:30 to 20:00. In resuscitation, visits are allowed 24/24. Children under 15 are not admitted in inpatient services.

RELIGIOUS PRACTICES

At the Hôpital Paris Saint-Joseph patients are also accompanied in their spiritual life. To this purpose we provide patients and their families with the means to live their faith. We want to offer an environment that supports the spiritual approach of everyone.

Catholic chaplaincy

Chaplains are present daily in the hospital. At your request they go to your room.

Contact: +33 1 44 12 33 21 or from a hospital room: 33 21

Ministers of worship of different religions can visit patients who wish.

For any request, contact:

- ▶ Protestant pastor: +33 6 10 75 82 94
- ▶ Jewish consistory: + 33 6 27 81 98 92
- ▶ Muslim Institute of the Great Mosque of Paris: +33 1 45 35 97 33

At any time the chaplaincy will be the relay of these correspondents.

SERVICE PARTNERS

At your request, the International Department can put you in touch with a network of partners for the organization of your accommodation (hotel or apartment), as well as for your travels (cabs, ambulances).

MAIN RULES TO OBSERVE

We invite you to respect actions that aim to guarantee hygiene, mutual respect and the quality of life in common.

FORBIDDEN

- ▶ **Smoking is prohibited** in the hospital grounds. This prohibition also applies to outdoor galleries and gardens. Smoking areas exist, ask personnel or refer to plans.
- ▶ **Alcohol and drug use** within the hospital is strictly prohibited and will result in exclusion from the facility.

Taking pictures (photo or video) without the knowledge of people (patients, caregivers, accompanying persons) is strictly prohibited

RECOMMENDATION

- ▶ **It is necessary to rub hands, entering and leaving the chamber**, using the hydroalcoholic solution (dispenser attached at the entrance of the rooms).
- ▶ **You are asked to use radio, television, mobile phones with discretion**, limit late-night communications and respect visiting hours.
- ▶ Alcohol and drug use within the hospital is strictly prohibited and will result in exclusion from the facility.
- ▶ A caregiver should be notified when you leave your room.
- ▶ In the event of material damage, physical or verbal assaults on the staff of the facility, the management could initiate proceedings and the medical teams could decide to breach the care contract.
- ▶ **Fire safety Station: 589.**
- ▶ **Please do not bring flowers.**
- ▶ **The presence of animals** within the hospital is not allowed.



PREPARE YOUR EXIT

MEDICAL DISCHARGE

The doctor in your inpatient unit decides the day of your discharge.

- ▶ By medical decision, you can return to your home or be transferred to a suitable structure.
- ▶ The medical assistant of the service, in conjunction with the medical team, can help you in these orientations and will inform you of the specific steps.
- ▶ The medical and nursing team will provide you with your discharge file containing the prescriptions, and other medical documents necessary for the continuity of your care after hospitalization.
- ▶ If you decide to get out against medical advice, you will need to sign a “care refusal” stating that you are aware of the consequences of your choice and are ready to face them.

ADMINISTRATIVE DISCHARGE

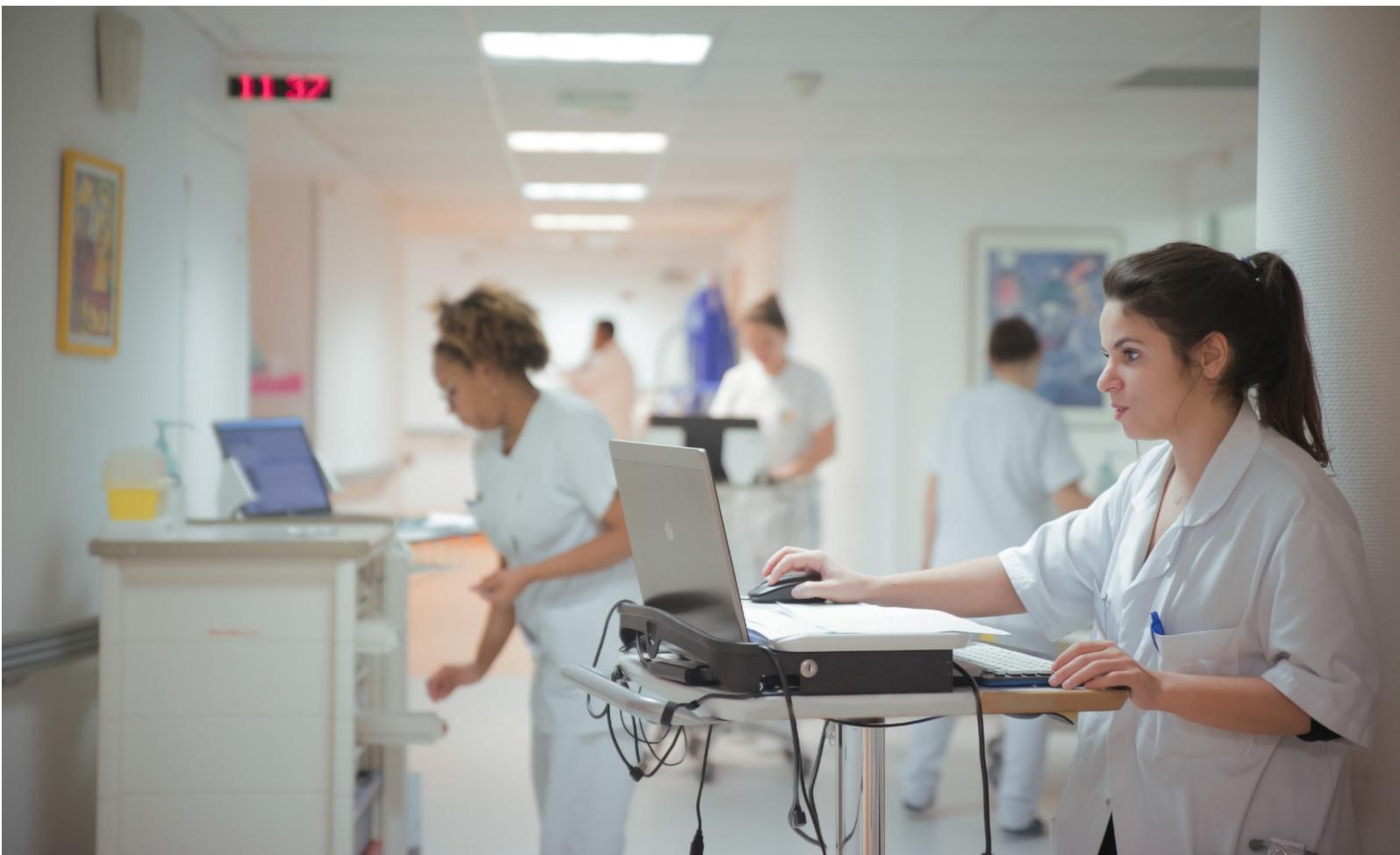
- ▶ Your exit must be prepared upon admission or even before your stay so that your file is complete.
- ▶ **A refusal to leave exposes you to additional hospitalization costs.**
- ▶ For the discharge of a minor, the holder of parental authority must be present.
- ▶ Your exit will preferably be in the late morning.

In case of unplanned hospitalization or modification of your quote, the regularization will be requested (guarantee of payment from your paying organization or full payment).

Before leaving, be sure to pick up your personal belongings, especially your deposits and valuables at the central safe.

Before leaving the hospital:

- ▶ From Monday to Friday, a medical assistant will come to your room to finalize your case and collect the remaining costs at your expense.
- ▶ On weekends and holidays, it is imperative to go to the admissions and exit permanences: Gate 2 level G to make your exit.
Saturday from 8am to 5pm, Sunday and public holidays from 9am to 4.30 pm.





YOUR RIGHTS AND LIABILITIES

Medical information is a priority of the Medical Commission of the institution. Physicians undertake to inform patients of their health status as comprehensively as possible and of the frequent or serious risks normally foreseeable in the event of surgery or risky act performed.

Right of access to medical records

(Art. L.1111-7 and R. 1111-2 à R. 1111-9 of the public health code)

A medical record concerning the care provided to you is opened within the hospital. This file contains all the health information about you. After your hospitalization, you can get a copy of your medical record by sending a written and signed request, attached with your ID, to the Patient Relations Department or to the General Direction. Your file will be sent within eight days if your file is less than five years old.

However, if the information is more

than five years old, this time limit is increased to two months.

- ▶ If you choose to consult the file on site, this consultation is free but it is necessary to arrange this appointment with the medical team concerned.
- ▶ If you wish to obtain a copy of all or part of the elements of your file, the costs of reproduction and sending are at your expense.

Confidentiality of information

about you and professional secret is essential to health professionals. Medical secret is respected in the interest of each patient. It is mandatory for all doctors except in the exceptional context of maltreatment of the person. No medical information can be given by phone.

Advance directives (Art. L. 1111-11 of the public health code)

Any adult person may, if he or she wishes, draw up advance directives in the event that, at the end of his or her life, he or she is unable to express his or her will. These guidelines indicate its wishes regarding the conditions of limitation or discontinuation of treatment. They will be consulted prior to the medical decision and their content prevails over any other non-medical opinion.

They may be cancelled or modified at any time. If you want your instructions to be taken into account, know how to make them accessible to the doctor who will take care of you in the institution: entrust them to him or report their existence and indicate the contact details of the person to whom you have entrusted them.

Your observations, proposals or claims, and commission of users (CDU). (Art. R. 1112-79 à R. 1112-94 of the public health code)

If you wish, you can make proposals about your care, to the nursing manager, the head of department or the Director General of the establishment (185 rue Raymond Losserand 75014 Paris).

The General Director will ensure that

your comments are processed in the manner prescribed by the public health code. (Articles R 1112-91 to R. 1112-94 of the CSP).

The medical mediator(s) and / or patient relations officer may receive you and your family by appointment.

The mission of the commission of users is to ensure that your rights are respected and to assist you in your efforts.

There is a sub-committee on user relations at the Hôpital Paris Saint-Joseph, consisting of a group of doctors of all departments and specialties.

The names and contact details of the users' representatives are displayed in the inpatient, consultation and reception departments of the hospital.

You can contact them by post:

185 rue Raymond Losserand

75674 Paris cedex 14

or by email

75representants.usagersStJo@gmail.com

BIOSIMILARS INFORMATION

As part of your therapeutic management, your doctor may prescribe a biosimilar medicine. It is a biological drug that is highly similar to a so-called "reference" biological drug: it shares the same characteristics of quality, safety and efficacy. The use of this drug, prescribed in an informed way, is the result of collective and institutional reflection, aimed at offering you the best possible treatment in compliance with economic and regulatory constraints.

BIOLOGICAL SAMPLES AND RESEARCH

Au During your hospitalization, blood samples, biopsies, or even surgical removal may be performed. These samples are necessary to establish a diagnosis and adapt your treatment. They will be kept for possible adaptations of treatment. Prior information will be provided to you by a member of the medical team. Depending on the type of research, your non-opposition or written consent will be collected.

No genetic studies will be conducted without **your written consent**.

PERSONAL DATA PROTECTION

As part of your care, the health professional or health institution manages your medical file containing personal data. Your file is computerized, the recorded information is reserved for the use of the service(s) concerned and can only be accessible to personnel bound by professional secret. The health professional or health institution uses in particular MSSanté, the Secure Health Messaging system, Terr-eSanté, the sharing platform and services offered by the Agence Régionale de Santé of Île-de-France, to securely exchange personal data about you - including health data - with other duly authorized health professionals, involved in your care.

Your medical record and your administrative record constitute for each of them a processing of personal data, the responsible of which is the Fondation Hôpital Saint-Joseph.

The purpose of processing the data contained in your medical file is preventive medicine, medical diagnostics and the administration of care or treatment concerning you. The purpose of processing the data contained in your administrative care file is to cover the care and benefits by health insurance and by supplementary insurance.

The data processed are the data concerning your health status and those strictly necessary for your administrative and medical care. The recipients of the data are the healthcare staff authorized to access your medical record. The data of your medical record are kept on an active basis for five years from your last visit and are subject to a secured archiving set to a period fixed by law. Your administrative data is also kept according

to the legal period.

You have a right of access, correction, limitation and erasure, which you can exercise:

- electronically: dpo@ghpsj.fr
- by post: Fondation Hôpital Paris Saint-Joseph, Data Protection Officer - 185 rue Raymond Losserand - 75674 Paris cedex 14

You also have the right to lodge a complaint to the Commission Nationale de l'Informatique et des Libertés (CNIL) by writing to: 3 place Fontenoy – TSA 80715 - 75334 Paris cedex 07 by phone at 01 53 73 22 22 or on the Commission's website: www.cnil.fr



GETTING TO THE HOSPITAL

- ▶ Metro line 13: Plaisance - Porte de Vanves
- ▶ Tramway (T3): Porte de Vanves
- ▶ Bus 59: Hôpital Saint-Joseph
- ▶ Bus 62: Plaisance - Hôpital Saint-Joseph
- ▶ Bus 191: Porte de Vanves
- ▶ Private car park: 189, rue Raymond Losserand - Paris 14ème

Standard: + 33 1 44 12 33 33

185, rue Raymond Losserand - 75674 Paris cedex 14



Sometimes you need our hospital



Today, your hospital needs you.

Managed by a non-profit foundation,
the Hôpital Paris Saint-Joseph
needs your donations
to continue to offer its patients the best in medicine
and a quality service

You can make a donation online at www.dons.hpsj.fr
or using the attached bulletin.



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