



**Centre Hospitalier
Paul COSTE-FLORET**

Paul Coste-Floret Hospital Center

Patient Welcome Booklet



CH PAUL COSTE-FLORET | 5 AVENUE G. CLEMENCEAU | 34240 LAMALOU-LES-BAINS | ☎ 04.67.23.55.00
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Welcome to CH Paul Coste-Floret

The medical team, all the staff, and the management of the Paul Coste-Floret Hospital Center are pleased to welcome you. Here, quality care, listening, and respect for patients are at the heart of our priorities.

This welcome booklet has been specially designed for you to provide all the practical information regarding your hospitalization. We hope it will answer your questions and facilitate your stay.

A satisfaction questionnaire will be given to you during your stay. Your responses will help us continuously improve the quality of the services we provide to you.

We remain attentive to your needs throughout your hospitalization.



*Marie-Pierre CUTAJAR, director of
the Paul Coste-Floret Hospital Center*



*Dr. Blandine GRASSIOT, Chair of the
Medical Staff Committee*

**To learn more about the institution,
access other versions of this booklet**
(Adapted for the visually impaired, other languages)

Scan the QR code !



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YOUR RIGHTS AND DUTIES

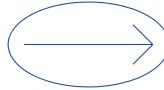
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The History of the Hospital

The Paul Coste-Floret Hospital Centre is a public healthcare facility specializing in physical medicine and rehabilitation (PMR).

Its main activity :
Specialized medical rehabilitation care with two authorizations



- **NEUROLOGY**
- **LOCOMOTOR SYSTEM**

In 1980, it was transformed into an autonomous public institution from the Municipal Board (Municipal Thermal and Physiotherapy Center of Lamalou-les-Bains), and it has been part of **the Territorial Hospital Group of East Hérault / South Aveyron since 2016.**

Areas of expertise



Nervous system disorders

- Brain injuries (stroke, head trauma, brain tumors)
- Spinal cord injuries / Polytrauma
- Chronic progressive neurological diseases (Multiple Sclerosis, Parkinson's)
- Balance disorders
- Chronic neuropathic pain
- Peripheral neurological disorders



Musculoskeletal disorders

- Traumatic and rheumatological conditions of the spine
- Peripheral joint disorders (degenerative, inflammatory, prosthetic)



Its specificities

- Multidisciplinary rehabilitation
- Swallowing assessment
- Bilan postural
- Pre-implantation assessment of an analgesic neurostimulator
- Assessment of balance disorders and vertigo
- With urodynamics
- Positioning and Mobility Clinic
- Consultation post AVC
- Post-traumatic brain injury consultation
- Osteopathic consultation
- Long Covid
- Functional Spine Restoration Program, Back School
- Botulinum toxin

Some figures



A specialized **rehabilitation and re-adaptation facility**

Two sites in the town of Lamalou-Les-Bains



Pavilion Leroy

71 PMR beds – including **30 beds** for brain-injured patients, **15 beds** for the Early Post-Acute Neurological Rehabilitation Unit (PréPAN), **8 beds** for Appartement thérapeutique patients in an Altered State of Consciousness, and **18 beds** for NEUROlogical and LOCOMotor disorders



Pavilion Jeanne d'Arc

60 PMR beds for NEUROlogical and LOCOMotor disorders
1 therapeutic apartment



Day hospitalization
31 day hospitalization places

Your admission

Upon your arrival, please check in at **the entry office**. Our team will welcome you and guide you through the admission process.



Pavillon **Leroy**

Address

5 avenue G. Clemenceau
34240 Lamalou-les-Bains

Reception hours

Monday to Friday,
from 8:00 AM to 5:00 PM

Phone

04.67.23.55.00



Pavillon **Jeanne d'Arc**

Address

12 avenue Dr. Jean Ster
34240 Lamalou-les-Bains

Reception hours

Monday to Friday,
from 8:30 AM to 5:00 PM

Phone

04.67.23.55.00



To facilitate your admission, please ensure that you have the following **documents** :

- Valid Identity Card (ID) or passport,
- Health insurance card or social security certificate,
- Supplementary health insurance card (if applicable),
- Work accident declaration (if applicable)1.



Pour votre information, voici la liste des **effets personnels à emporter** :

- Sport outfits,
- Hygiene essentials,
- Bath towels,
- Comfortable clothing and shoes.



When you enter the department, the nurse verifies your identity before placing an **identification bracelet** on you. This allows healthcare professionals to perform the necessary checks before any procedure or care, thereby reducing the risk of identity errors.

Access to balneotherapy

For balneotherapy, only the swimsuits specified below are **allowed** for hygiene and safety reasons. Swim shorts, boxers, Bermuda shorts, t-shirts, burkinis, and tunics are **prohibited**. Please put on your swimsuit just before the session and wash, rinse, and dry it after each use.



Hospitalization Fees

The rates are displayed at the hospital reception.

Upon your arrival, please present the necessary documents for coverage by your health insurance. The reception service will handle all administrative formalities, ensuring efficient management of your file.

The **mandatory costs** remaining at your expense or that of your supplementary health insurance are as follows :

- The daily hospital charge, billed to all patients in full hospitalization, including on the day of their discharge.
- The Temporary Insured Participation (PIT), a mandatory financial contribution for any medical act equal to or greater than €120,
- The co-payment, representing the portion not covered by the Health Insurance Fund.
- As well as the cost of the additional hotel services you requested (private room, television, Wi-Fi, etc).

Your discharge

The date and arrangements for your discharge will be organized with you in consultation with the medical, paramedical, and social team. If you choose to leave against medical advice, you will be required to sign a waiver releasing the institution from liability.

On the day of your discharge, please first report to the entry office to complete the administrative discharge formalities and obtain a status report

Then, you must report to :

- **The nursing office** if you are hospitalized in the Leroy pavilion,
- **The medical secretary** if you are hospitalized in the Jeanne d'Arc pavilion.

Where you will receive :

- **Prescriptions and other medical prescriptions** : nursing care, physiotherapy, or other treatments.
- **A liaison letter** for your general practitioner and other healthcare providers if necessary.
- **A transport voucher.**

We kindly ask you to complete the patient satisfaction questionnaire, inserted at the end of the booklet, and to place it in the designated mailbox at the entry office.



The results of these surveys are summarized and analyzed by the Users' Commission (CDU), which will help us improve the quality of care for hospitalized patients and their relatives.

I'm preparing for my discharge

I complete my **checklist** :

<input type="checkbox"/>	I am filling out my satisfaction questionnaire	<input type="checkbox"/>	I am collecting all my personal belongings
<input type="checkbox"/>	I am collecting my discharge letter	<input type="checkbox"/>
<input type="checkbox"/>	I am collecting my prescriptions and medical orders	<input type="checkbox"/>
<input type="checkbox"/>	I am collecting a situation report	<input type="checkbox"/>
<input type="checkbox"/>	I am paying for TV, phone, and Wi-Fi fees	<input type="checkbox"/>

After your departure

A **medical discharge report** will be sent to your general practitioner, who can then communicate it to you. In case of any issues after your discharge, please contact the medical secretariat.

Services and practical information



ROOMS

Your room is equipped with a bedside table, a locker, and a call button. For your comfort, individual rooms are available upon request and subject to availability. If you wish to change rooms, please contact the healthcare team.



VISITS

To ensure your comfort and that of other patients, please respect visiting hours, limit group visits and visits by young children, avoid loud conversations, and follow the recommendations of the care teams. **Visiting hours are available at the reception of the respective wards.**

In the event of a health crisis, please carefully observe the special instructions posted in the facility.



FOOD SERVICES

Your menu will be created by our **team of dietitian-nutritionists** based on the dietary requirements specified at your admission. **Vending machines** offering hot and cold beverages as well as snacks are available for your convenience in the lobby and on the first floor of the Leroy Pavilion, and in the entrance hall and lounge of the Jeanne d'Arc Pavilion.



TELEVISION

You can request access to television. Payment for this service is processed at the Admissions Office of the Leroy Pavilion.



PHONE AND INTERNET

Your room is equipped with a telephone that allows you to receive and make calls, which incurs additional charges. **You get the standard by dialing 9.** To access the Internet, please connect to the WIFI network "internet_patients" and enter the login codes provided by the Admissions Office of the block where you are hospitalized. This package is valid for the duration of your stay.

lease note : Rates are available at the reception.



RELIGIOUS SERVICES

You may receive a visit from a representative of the religious denomination of your choice.



SECURITY

The security instructions posted in the hallways will guide you in case of an incident, including the evacuation routes and the location of fire safety equipment. Please also follow the instructions of the healthcare staff. **Note that the use of any electrical appliance (coffee makers, kettles, space heaters, etc.) is strictly prohibited in the rooms.** For your safety and that of the hospital staff, all Centre Coste-Floret facilities are equipped with access control systems and video surveillance. For any questions regarding the operation of the video surveillance, please contact the Director.

Our commitment to preventing healthcare-associated infection

The Paul Coste-Floret Hospital Center is committed to the prevention of **Healthcare Associated Infections (HAI)**.



The establishment

The prevention and control of infections are organized around:

- From the Committee for the Fight against Healthcare-Associated Infections,
- From the Operational Hygiene Team,
- Des correspondants en hygiène,
- From all the staff who will be attentive during your stay to comply with the recommendations of good practices.

The objectives of this specific organization are :

- To prevent and/or control healthcare-associated infections related to procedures and the care environment,
- To limit the transmission of potentially infectious agents,
- To encourage and measure the application of good practices.

This is to **protect both patients or users and healthcare professionals** from the risk of contamination, as well as to fight against antibiotic resistance.



What is a healthcare-associated infection? (HAI)

An infection is considered healthcare associated **if it occurs during or after care** (diagnosis, treatment, prevention, etc.) **and if it was neither present nor incubating at the beginning of the care.**

It is called a nosocomial infection when the healthcare-associated infection was contracted in the hospital.



the patient and his entourage

Before leaving your room, **disinfect your hands** by rubbing them with the hand sanitizer solution.

Wear a mask if you show respiratory symptoms (runny nose, cough, etc.).

Instructions may be given to your visitors; you can encourage them to follow these guidelines and disinfect their hands with the hand sanitizer solution upon arrival and departure.

If people from your circle are sick, ask them **not to visit you** at the hospital; similarly, visits from young children should be limited.

Our Commitment Against Pain

In our establishment, we are committed to managing your pain. Our pain management committee is a member of the InterCLUD Occitanie network.



Recognize

There are several types of pain :

- **Acute pain** (post-surgery, trauma), where the cause must be identified and treated.
- **Pain caused by certain treatments or exams** (dressing changes, catheter placement, infusion), which can be prevented.
- **Chronic pain** (migraine, low back pain), persistent and pathological, requiring a comprehensive treatment including the aggravating factors.



Prevent and Relieve

We will answer your questions, explain the planned care and its course, assess the intensity of your pain to record it in your medical file, and use appropriate means to prevent and relieve it, whether through painkillers or other methods.



Evaluate

The assessment of pain depends on you, as everyone reacts differently. We use appropriate scales to measure its intensity and thus adjust your pain treatment. Recording this assessment in your patient file is essential to ensure the quality of your care in our facility.

Your duties

Patients have rights, but they also bear responsibilities towards the hospital and its staff. The hospital is committed to providing quality care, which also requires that patients respect the rules of communal living.



ALCOHOL

The bringing in and consumption of alcohol are strictly prohibited within the premises of the establishment.



PERSONAL FOOD INTAKE

It is forbidden to bring food from outside.



ANIMALS

Except for guide and assistance dogs, the presence of animals is strictly prohibited in the facility to ensure the safety and well-being of patients and staff.



IMAGE RECORDING

The recording of images and sounds within the facility is strictly prohibited without the prior authorization of the Paul Coste-Floret Hospital Center.



DAMAGE TO EQUIPMENT

Patients are responsible for the condition of the premises, equipment, and furniture made available to them. Any observed damage may result in legal action and reimbursement obligations.



SMOKE-FREE HOSPITAL

In accordance with the provisions of Decree No. 2006-1386 of November 15, 2006, the hospital is a non-smoking area. Therefore, smoking is strictly prohibited.



HYGIENE

For general well-being, we encourage patients and their visitors to follow hygiene rules by washing their hands when entering and leaving the rooms. Dispensers of hydroalcoholic solution are available for this purpose throughout the facility.



DISTURBANCE IN SERVICE

The hospital is a place of care where calm is essential. To preserve it, please use radios, televisions, and mobile phones discreetly. Avoid group visits in order to respect the rest of other patients.



PLANTS

Please note that only bubble bouquets are allowed in the rooms. All other plants and flowers are strictly prohibited.



RESPECT

You and your entourage are required to respect all the staff of the establishment.



DRESS CODE

Appropriate attire is required when moving around the hospital outside your room.



MEDICATION DURING YOUR HOSPITALIZATION

Please report any ongoing treatment upon your arrival. Hand over your medication to the nursing staff so they can manage it during your stay. The hospital provides prescribed treatments from its physicians; self-medication and the administration of medication by third parties are strictly prohibited.



VALUABLES, JEWELRY, CASH

To avoid any loss or theft, it is strongly recommended not to bring valuable items into the facility. The hospital declines all responsibility in case of theft or disappearance of items kept in your room, despite the previously mentioned guidelines.



STOP VIOLENCE IN THE HOSPITAL

During your stay, it is imperative to treat the staff and other patients with respect. Legal action will be taken against anyone displaying violent behavior or speech.



Charter of the Hospitalized Patient

Circular No. DHOS/EI/DGS/SD1B/SD1C/SD4A/2006/90 of March 2, 2006, concerning the rights of hospitalized persons and including a charter for hospitalized individuals.

PRINCIPLE 1 : Everyone is free to choose the healthcare facility that will take care of them, within the limits of each facility's capabilities. The public hospital service is accessible to all, especially to disadvantaged people and, in case of emergency, to people without social coverage. It is adapted for people with disabilities.

PRINCIPLE 2 : Health care facilities ensure the quality of reception, treatments, and care. They are attentive to pain relief and make every effort to ensure a dignified life for everyone, with particular attention to the end of life.

PRINCIPLE 3 : The information given to the patient must be accessible and honest. The hospitalized person participates in the therapeutic choices that concern them. They may be assisted by a trusted person freely chosen.

PRINCIPLE 4 : A medical act can only be performed with the patient's free and informed consent, which we collect and record in their file. The patient has the right to refuse any treatment. Any adult can express their wishes regarding the end of their life in advance directives.

PRINCIPLE 5 : A specific consent is provided, in particular, for people participating in biomedical research, for the donation and use of elements and products of the human body, and for screening procedures.

PRINCIPLE 6 : A patient who is offered to participate in biomedical research is informed, in particular, about the expected benefits and foreseeable risks. Their consent is given in writing. Their refusal will have no impact on the quality of care they receive.

PRINCIPLE 7 : The hospitalized person can, except in cases provided for by law, leave the facility at any time after being informed of the potential risks to which they are exposed.

PRINCIPLE 8 : The hospitalized person is treated with respect. Their beliefs are respected. Their privacy is preserved, as well as their peace.

PRINCIPLE 9 : Respect for privacy is guaranteed to every person, as well as the confidentiality of personal, administrative, medical, and social information concerning them.

PRINCIPLE 10 : The hospitalized person (or their legal representatives) has direct access to health information concerning them. Under certain conditions, their beneficiaries, in the event of death, have the same right.

PRINCIPLE 11 : The hospitalized person can express observations about the care and the reception they received. In each facility, a commission on relations with users and the quality of care ensures, in particular, the respect of users' rights.



Accessibility and Disability Charter

The accessibility and Disability Charter of the Paul Coste-Floret Hospital Center, inspired by the Romain Jacobs Charter, aligns with public policy guidelines supported by numerous laws promoting social inclusion and full citizenship for individuals with disabilities. **This charter represents the nine pillars of our commitment to the continuous improvement of the reception and care of individuals with disabilities** within the institution and throughout their overall healthcare journey.



Enhance the image that the person with a disability perceives of himself

Address the whole person and allow them to better understand their disability. Provide knowledge to enable them to clearly express their needs.



Enhance support

Recognize and value the role of caregivers, family, and associations, according to the choice of the person with a disability.



Collect and share needs

Take into account the life project expressed by the patient. Communicate the needs related to the disability within the team through the means available and beyond the journey in the facility.



Build a common professional culture

Propose the participation of patients, their relatives, and/or caregivers in training activities intended for the institution's professionals. Encourage exchanges. Actively involve people with disabilities in institutional reflection and working groups.



Coordinate the healthcare pathway

Highlight the specific elements of the person's individualized journey. Record and communicate this data to enable continuity of the life project beyond the stay in the facility. This allows caregivers, downstream facilities, and independent professionals to participate in the smooth continuity of the journey.



Organize access to care and prevention

Adapt the patient's physical and human environment. Adapt communication supports. Allow the patient to get involved to become an actor in their health.



Facilitate and develop access to outpatient care

Propose and facilitate access to part-time hospitalization, specialized and multidisciplinary consultations in a logic of adapted and safe care pathways.



Facilitate the use of information and communication technologies

Continue projects of computerization and information security in the service of patients. Develop the use of telemedicine.



Implement and evaluate this charter

Regularly assess the actions described in partnership.

The Trusted Person

(Article L.IIIII-6 of the Public Health Code)

During your stay, you can designate, in writing, **a person from your circle whom you completely trust**, to accompany you throughout the care and decisions to be made. This person, whom the facility will consider your "trusted person," **will be consulted if you are unable to express your will or to receive the necessary information for this purpose**. Please note that you can cancel your designation or modify its terms at any time. The designation form for the trusted person is available at the end of the booklet.

Advance Directives

(Article L. IIIII-II of the Public Health Code)

Any adult may, if they wish, write advance directives **for the situation where, at the end of life, they would be unable to express their will**. These directives indicate their wishes regarding the conditions for limiting or discontinuing treatment. They will be consulted before any medical decision is made, and their content takes precedence over any other non-medical opinion. Renewable every three years, they can be annulled or modified at any time in the interim. **If you want your directives to be considered, make sure they are accessible to the physician in charge of your care within the facility** : either hand them over directly or indicate their existence and provide the contact details of the person who holds them. If you wish to learn more about advance directives, an informational sheet is available at the end of this booklet.

Protection of personal data

(Article 9 of the GDPR and Article 6 of the Data Protection Act)

We strictly ensure the **confidentiality** of your personal data. This data is **used only for the management of your medical file and administrative follow-up**. Only authorized personnel have access to it. You can exercise your rights of access, rectification, and deletion by contacting our personal data service. We do everything possible to guarantee the security of your information.

Medical Record Communication

(Articles L. 1111-7 and R. 1111-2 to R. 1111-9 of the Public Health Code)

According to current regulations, your medical record is kept **for a period of 20 years** from your last hospitalization or consultation in our establishment. If you wish, **you can request a consultation or a copy** of your medical record, for a fee, by completing the form provided for this purpose.



By mail

La Direction

Centre Hospitalier Paul Coste-Floret
5 avenue G. Clemenceau
34240 Lamalou-les-Bains

You will be able to obtain this copy within a maximum period of 8 days. However, if the information dates back more than 5 years, this period will be extended to 2 months.

Shared Medical Record

Since the 2022 reform, every social insured person is assigned a shared medical record (DMP) by default, unless they explicitly opt out.

Our healthcare professionals involved in your care **can automatically update it via compatible software.**

In our East Hérault South Aveyron Territorial Hospital Group, **data from shared medical record can be shared among member establishments**, within the limits required for the patient's medical follow-up, and only the professionals concerned can access the information strictly necessary for care.

Patient ←

Medical file Submission and access to health documents by the patient and healthcare professionals.

Medical profile Updating of allergies, measurements, advance directives, ...

Health messaging Secured from the care teams.



→ **Healthcare professional**

Consultation, prescription

→ **Hospital center**

Hospitalization report

→ **Laboratory** Test results

Imaging Imaging report

Health insurance Reimbursement history

Vaccination Vaccination certificate and Covid screening result

The quality approach

At the Paul Coste-Floret Hospital Center, Quality, Risk Management, and User Relations jointly implement a comprehensive **policy focused on the quality and safety of care**, which are the pillars of the hospital's project. This approach includes all hospital functions.

Certification

The certification of healthcare establishments is a process conducted by the French National Authority for Health (Haute Autorité de Santé). It is based on an **external evaluation** that assesses the quality and safety of care in our facility. **This process, renewed every four years**, certifies our commitment to transparency and our determination to maintain the highest quality standards

Patient Experience

At Paul Coste-Floret Hospital Center, **the experience and feedback of patients are a priority and play a crucial role in improving practices**. This consideration is carried out through the analysis and monitoring of two systems, as well as the implementation of a project dedicated to users :

- **Discharge Questionnaire** : The Paul Coste-Floret Hospital Center measures patient feedback. Upon your departure, you will be encouraged to express your satisfaction or concerns. Your contribution is valuable. The results are shared with the healthcare teams, reviewed as part of our efforts to improve care quality, and reported during meetings of the user commission and hospital committees.
- **E-Satis System** : The Paul Coste-Floret Hospital Center participates in the national e-Satis survey. **Two weeks after your full hospitalization discharge, you will receive an email with a link to an online satisfaction questionnaire**. The results of this survey are analyzed with the teams and help implement improvement actions.

Users' Commissions

The Users' Commission is a key body within our institution, **dedicated to defending the rights of patients and their relatives**. Its fundamental role is to **ensure respectful and high-quality care for all users**. The Users' Commission meets at least once per quarter and as often as necessary to review complaints addressed to the institution. Additionally, **a presence of user representatives is ensured once a month**, providing a space for listening and direct exchange.

Complaints and claims

(Articles R. 1112-79 to R. 1112-94 of the Public Health Code)

We place great importance on patient satisfaction and the quality of care provided. **If you have any concerns, complaints, or claims regarding your stay or the services received, we encourage you to express them**. You can address your complaints directly to the nursing staff or the service manager.



By mail

La Direction

Centre Hospitalier Paul Coste-Floret

5 avenue G. Clemenceau

34240 Lamalou-les-Bains

You have the possibility to **contact a member of the Users' Commission**. This commission is responsible for ensuring that your rights are respected and assisting you in your procedures. It can also be called upon to examine your complaints and claims regarding your reception and care.

Paul Coste-Floret Hospital Center

www.hopital-lamalou.fr

FACEBOOK



INSTAGRAM

