



**Le livret d'accueil  
du patient  
- en anglais**

# **PATIENT WELCOME BOOKLET**





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# WHY CHOOSE GRENOBLE ALPES UNIVERSITY HOSPITAL?

**Grenoble Alpes University Hospital (CHUGA)**  
**is one of the leading teaching hospitals in France,**  
**ranked 11<sup>th</sup> in terms of medical practice and 7<sup>th</sup> for Quality of care**  
*(Le Point 2017 ranking).*

At the CHUGA, you will have access to **the most recent medical innovations** and benefit from the latest advances in clinical research thanks to its close relationship with Grenoble Alpes University research laboratories.

The CHUGA ranks 7<sup>th</sup> in France in terms of research work while Grenoble Alpes University belongs to the top 7 French universities, according to global rankings.

The CHUGA is a general university hospital with **2,000 beds and places.**

The 9,000 professionals who work there provide all the medical and surgical specialties at a high standard of excellence.

## EVERY DAY AT THE CHUGA:

- **2,500 hospitalised patients**
- **3,000 consultations**
- **300 A&E (emergency) admissions**

## THE CHUGA'S AREAS OF EXCELLENCE:

The CHUGA has been ranked the 7<sup>th</sup> **best hospital in France** in 2017 according to the Le Point magazine, particularly for its excellence in neurosurgery, orthopaedics, oncology, cardiology and pneumology.

It also has the best **trauma centre in France**, which handles serious trauma cases related to traffic or mountain sports accidents.



# Your arrival at the CHUGA

# TAILORED CARE FOR INTERNATIONAL PATIENTS

Thanks to its location, the CHUGA has a long tradition of receiving international patients.

## TO HELP YOU ORGANISE YOUR STAY, THE CHUGA PROVIDES YOU WITH:

Professionals dedicated to **receiving international patients**. They will help you and your family organise your stay in Grenoble and guide you through the administrative procedures.

- A **special welcome guide**
- Agreements with hotel residencies in Grenoble, offering you special rates.

## THE INTERNATIONAL PATIENTS OFFICE

The **International Patients Office** will guide you through the administrative procedures for your stay. It does not answer medical questions.

It is located in the Michallon Hospital, on the **upper ground floor (UGF) of the Belledonne Lobby**.

### Contact:

**E-MAIL:** [internationalpatients@chu-grenoble.fr](mailto:internationalpatients@chu-grenoble.fr)

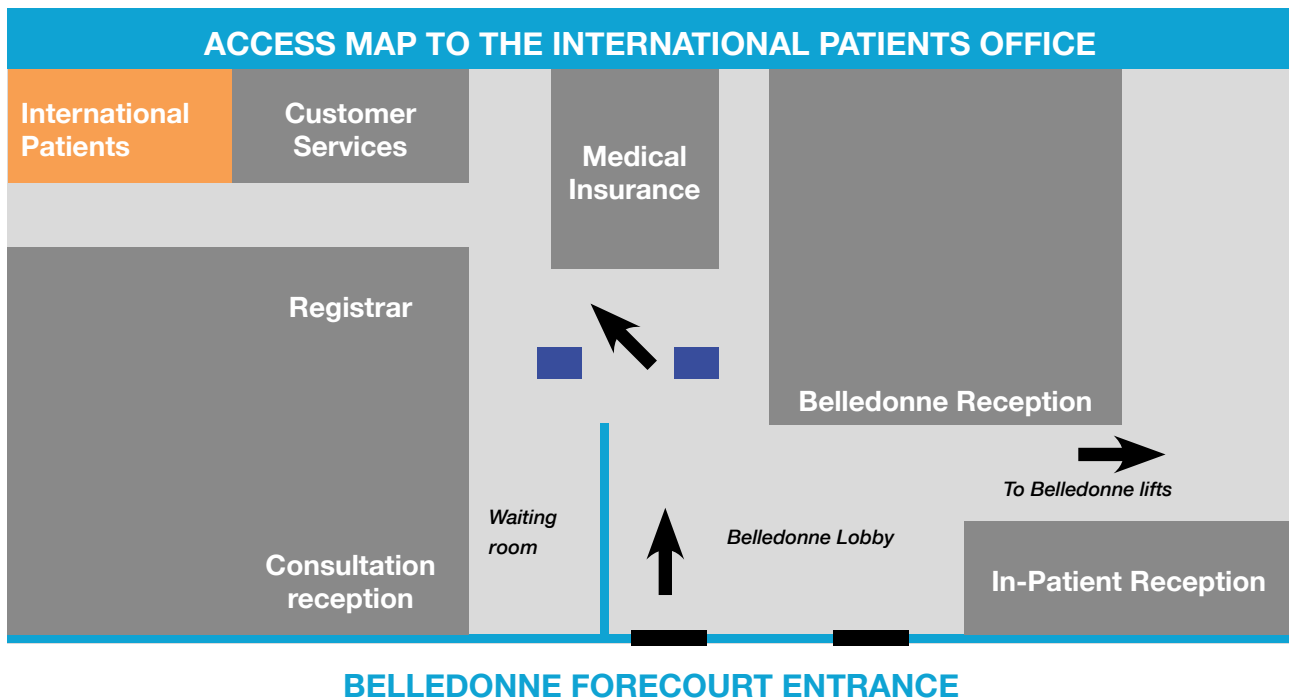
**TEL.:** +33 (0)4 76 76 50 57

**FAX:** +33 (0)4 76 76 87 15

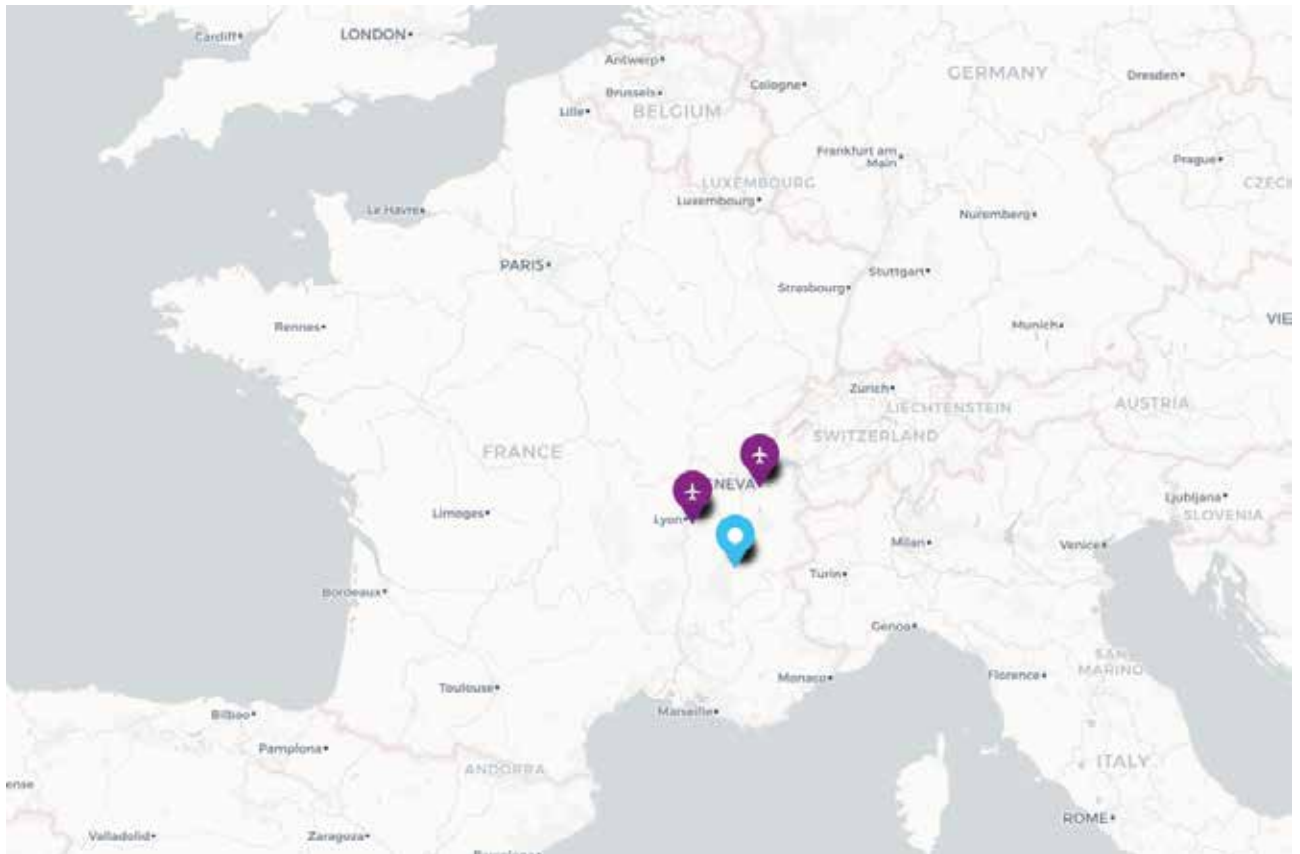
### Opening hours:

**MONDAY - FRIDAY**

8:00 am - 12:00 pm / 1:30pm - 3:50pm



# GETTING TO THE CHUGA



## BY TRAIN

Grenoble is:

- **1 hr. 15 min. from Lyon** Part Dieu
- **3 hr. from Paris** (Gare de Lyon)
- **2 hr. 30 min. from Geneva**
- **2 hr. 30 min. from Marseille** Saint-Charles
- **6 hr. from Brussels**
- **7 hr. from London**

## BY PLANE

Grenoble has its own airport nearby (Saint-Etienne-de-Saint-Geoirs), but the majority of French and European destinations are served by **Lyon Saint Exupéry Airport** or **Geneva Airport**.

There is a regular shuttle service between Lyon Airport and Grenoble train station (1 hour journey) and between Geneva Airport and Grenoble (2 hour journey).

## BY CAR

1 hr. from Lyon and Valence (A48), 45 min. from Chambéry (A41) and 1 hr. 30 min. from Annecy (A41)

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# THE MAIN CHUGA SITES

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**Grenoble Alpes University Hospital has several treatment facilities located in different sites:**

## THE NORTH SITE

- **Michallon Hospital:** main medical and surgical departments, resuscitation, theatre and clinical support block and adult emergencies
- **Couple-Enfant Hospital,** opened in 2011: gynaecology, paediatrics, children's emergencies, maternity, assisted human reproduction.



MICHALLON HOSPITAL



COUPLE ENFANT HOSPITAL

## THE SOUTH SITE

- **South Hospital:** orthopaedic surgery, rheumatology, trauma emergencies and sports traumatology
- **Rehabilitation Institute:** follow-up care and rehabilitation



SOUTH SITE

# GETTING TO THE CHUGA HOSPITALS

## THE NORTH SITE

Michallon Hospital is situated on the Boulevard de la Chantourne in La Tronche.

Couple Enfant Hospital is situated on the Avenue du Maquis du Grésivaudan in La Tronche.

- From the train station: you can either take a taxi ([www.taxi-grenoble38.fr](http://www.taxi-grenoble38.fr) or 04 76 54 42 54) or take Tram B towards Gières Plaine des Sports. If you are going to the Couple Enfant Hospital, you need to get off at La Tronche Hôpital. If you are going to the Michallon Hospital, you need to get off at Michallon.
- From the University Hospital: Tram line B takes you to the city centre (towards Grenoble Presqu'île).

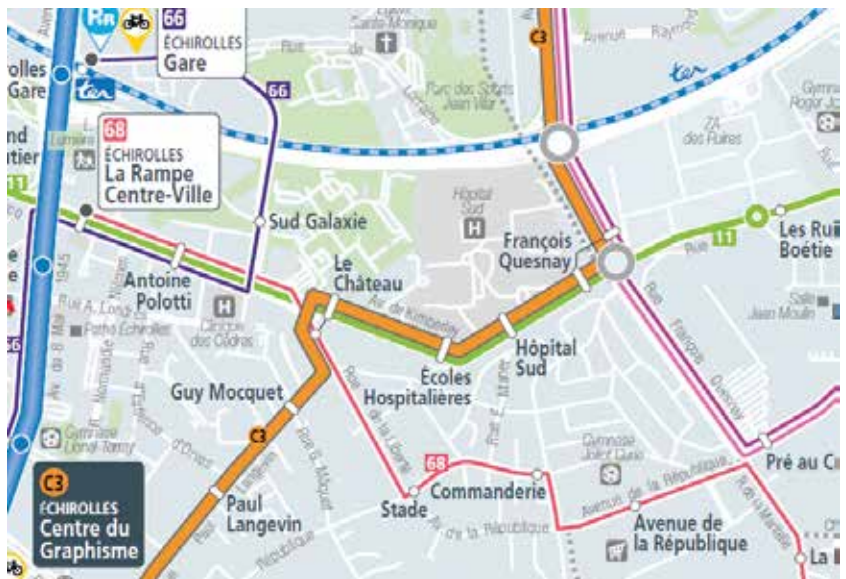


## THE SOUTH SITE

The south-eastern site is situated on the Avenue Kimberley, in Échirolles.

From the train station you can:

- take a taxi ([www.taxi-grenoble38.fr](http://www.taxi-grenoble38.fr) or 04 76 54 42 54)
- take the tram to Victor Hugo (Tram A towards Échirolles Denis Papin or Tram B towards Gières Plaine des Sports), then Bus C3 towards Échirolles Centre du Graphisme and get off at the Hôpital Sud stop.



# MOVING BETWEEN THE CHUGA SITES

## FROM THE NORTH SITE TO THE SOUTH SITE:

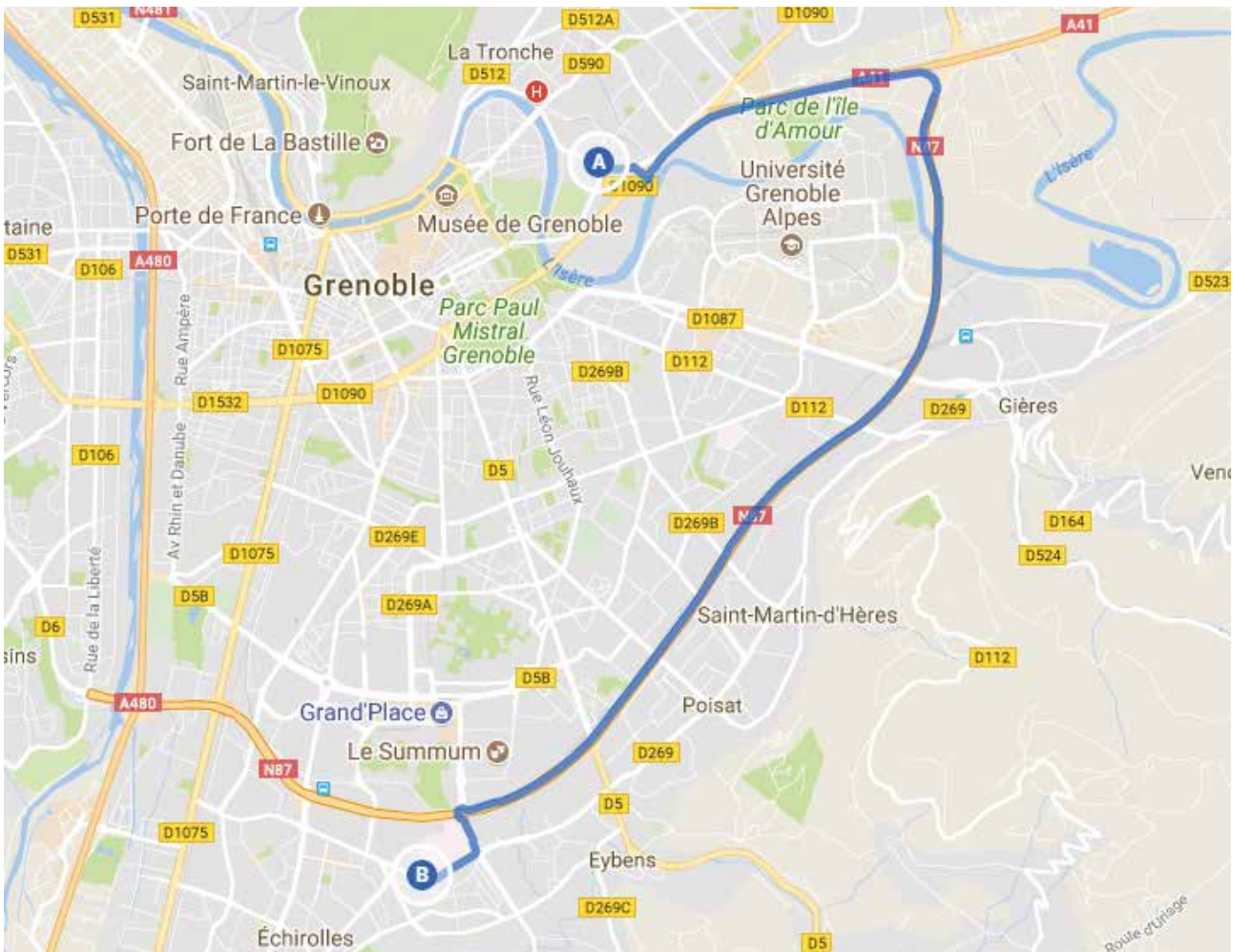
### By public transport

- Take Tram B towards Grenoble Peninsula at the “Michallon” stop (from Michallon Hospital) or the La Tronche Hôpital stop (from Couple Enfant Hospital)
- Get off at the “Victor Hugo” stop.
- Go round the corner of the LCL bank and go to Victor Hugo square.
- Take Bus C3 towards Échirolles Centre du Graphisme
- Get off at the “Hôpital Sud” stop.

### By car

- Take the A41 exit towards Chambéry
- After 1.4 km, take the N87 on the right towards Sisteron, Saint-Martin-d’Hères and Gières
- After 8 km, take Exit 6 towards Alpeexpo and Hôpital Sud (South Hospital)
- To go the opposite way, the public transport lines are the same. By car, take the N87 until you get to the A41, then head towards La Tronche Hôpital Nord (North Hospital).

You can also take a taxi by calling **04 76 54 42 54** or visiting [www.taxi-grenoble38.fr](http://www.taxi-grenoble38.fr).



# FINDING YOUR WAY AROUND THE

## EMERGENCIES

### EMERGENCIES

- A** Adult emergencies
- B** Neonatal emergencies
- C** Children's emergencies (CEH)
- D** Maternity, gynaecological and obstetric emergencies

## UPPER SITE

### UPPER SITE

- 81** AGDUC
- 14** Sports and leisure ass. & Staff social club
- 24** Technical workshops
- 18** Mortuary
- 2** Staff crèche
- 3** Information Systems Department (ISD)
- 20** Technical services department
- 10** Nurses' home
- 7** Couple Enfant Hospital (CEH)
- 8** Children's Psychiatric Unit (CPU)
- 13** Institute of Forensic Medicine (IFM)
- 9** Medical interns' residence
- 16** Technical services storage
- 29** Relatives' accommodation
- 15** Chissé Building: geriatric medicine, after-care and rehabilitation, long-stay
- 17** Moidieu Building: pharmacy
- 25** Transport service

## LOWER SITE

### LOWER SITE

- 84** French Blood Bank
- 45** Paramedical schools
- 80** Grand Sablon
- 86** Grenoble Institute of Neuroscience (GIN)
- 73** Michallon Hospital
- 83** Albert Bonniot Institute (ABI)
- 72** Institute of Biology and Pathology (IBP)
- 77** Magnetic Resonance Imaging (MRI)
- 66** Union premises
- 48** Museum of Medical Science
- 53** Neurology
- 41** Chamechaude Building: addictology liaison hospital, Diet and Nutrition Liaison Committee (DNLC), RESIC 38
- 49** Charmant Som Building: accounts department
- 85** Les Écrins Building: diabetology, endocrinology, palliative care
- 38** Chatin Building: geriatric medicine, after-care and rehabilitation, long-stay, Cognitive Behaviour Unit (CBU), forensic medicine (hospitalisation), social medicine
- 36** R.Coirier Building: Emergency Medical Service, Specialist Mobile Emergency Unit, Emergency Care Teaching Centre, ambulance driver training institute
- 54** Dauphiné Building: General Management, Management centre, HRD, CRID
- 34** D. Villars Building: adult psychiatry
- 50** E Building: walking rehabilitation, therapeutic education, pharmacovigilance centre, hospital hygiene unit, toxicovigilance, drug addiction centre
- 82** Saint Eynard Building: Home care, Continuous Access to Healthcare
- 51** Taillefer Building: Institute of Engineering and Health Information
- 58** Vercors Building: G. Faure Hall, central pharmacy, occupational health

**For easier access to the North Site,** it is best to use public transport, when possible (work in progress on the hospital site).

**Tram:** line B, La Tronche hospital stop and Michallon Hospital stop.

**Bus:** 13 - 41 - 42  
6550 - 6021



**P**: 7:00 am - 8:00 pm - first hour free

**Taxi booking office:** 04 76 54 42 54



## North Site

# CHUGA SITES

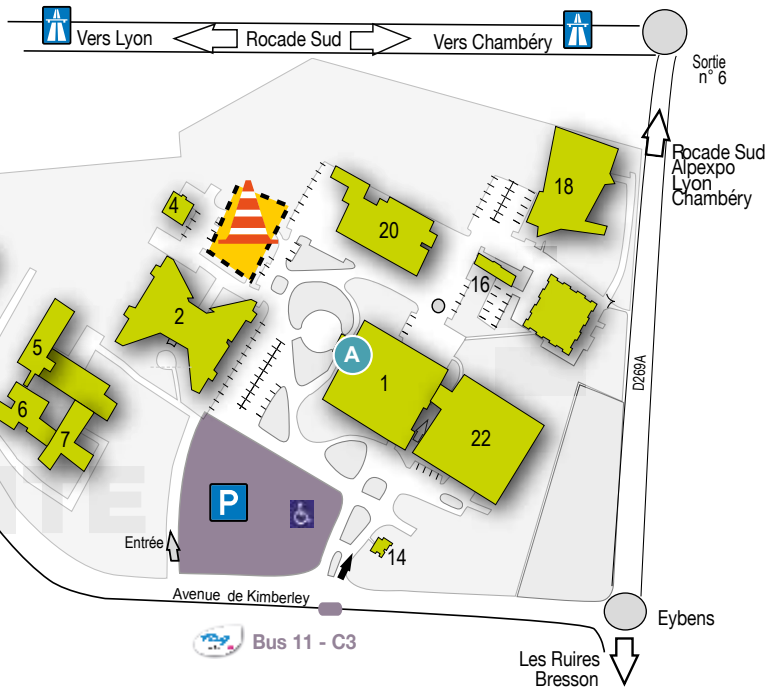
## South Site

SOUTH SITE

### SOUTH SITE

#### A URGENCES

- 1 Musculoskeletal system and sports trauma care; South Hospital
- 2 South Gerontology Centre
- 5 Training Institute for medical electroradiology operators
- 6 Midwifery School
- 4/7 Masseur/Physiotherapist School
- 14 Crèche & daycare centre
- 16 Staff social club
- 18 Laundry
- 20 Central Food Production Unit
- 22 Rehabilitation Institute



**Access to South site**  
**Bus:** lines 11 - C3  
 Southern bypass: Exit 6  
 Arriving from Lyon Exit 6: alpeexpo, Grand Place, South Hospital  
 Arriving from Chambéry Exit 6: Eybens, les Ruires, South Hospital, Alpeexpo  
**Taxi booking office:**  
 04 76 54 42 54

Your stay



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## PLANNED HOSPITAL STAYS

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### IF YOU'RE GOING TO BE AN IN-PATIENT AT THE UNIVERSITY HOSPITAL, YOU MUST PROVIDE US WITH:

- **An identity document:** a ID card if you are a national of an EU member state or a valid passport
- **Your notification of hospitalisation** (provided after your consultation or by e-mail)
- **Your correct contact details:** address, telephone, e-mail

If you are a national of an EU member state, you must seek prior permission for transfer of residence from your health insurance company which will prepare an **E112 or S2 form**, to be presented as well.

Once you have received your treatment, the doctor will authorise your discharge and your return home, depending on your state of health. He will provide a medical report for you and the doctors who will be monitoring you in your country. If required, this report is available in English.

The International Patients Office will send you the final bill. If the bill is less than the initial quote, the University Hospital will give you a refund. If it is more, you will have to pay the additional costs.

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## EMERGENCY ARRIVALS

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### YOU MUST SHOW THE FOLLOWING DOCUMENTS TO THE INTERNATIONAL PATIENTS OFFICE:

- **A proof of identity** (passport or ID card)
- **An insurance certificate**
- If you are an EU national, **your European Health Insurance Card**.

If you are unable to move around, a representative of the International Patients Office will come and collect these documents in the department you are hospitalised in.

### THE EUROPEAN HEALTH INSURANCE CARD:

This card grants you direct access to health systems in EU countries for **medically necessary care**.

The card is therefore not valid for planned treatment. Neither is it a substitute for private travel insurance.

This card is **personal, non-transferable and free**. Each family member should have their own card, including children aged under 16. It must be applied for in the country of residence.

# THE CARE TEAM

**There are several categories of staff who take care of you when you are in hospital, all working to provide you with a high standard of care and top quality services.**

## THE MEDICAL TEAM

In each care unit, a doctor is responsible for your care. He will give you information about your state of health.

## THE PARAMEDICAL TEAM

- The supervisor is responsible for the smooth running of the care unit you are in.  
He is the person you should contact if you have any problems or need any information regarding your stay in his department.
- The nurse provides you with the care you need and implements the instructions.
- The assistant nurse and the childcare assistant help the nurse and make sure you or your child are comfortable.
- The hospital services attendant supports the assistant nurse with housekeeping duties and is in charge of the hygiene of the premises.
- Transport and ambulance attendants and hospital porters help you move around between the University Hospital's different departments and sites.

**Many other professionals (over one hundred professions) also contribute to the quality of your stay, including rehabilitation, socio-educational, pharmacy, laboratory, radiology, kitchen, laundry, administrative and technical staff.**

## THE STUDENTS

Medical, pharmacy, midwifery and paramedical students are future healthcare professionals who can provide certain types of care under the supervision of doctors and nurses.

## FOR SECURITY REASONS,

the professionals frequently check your identity by asking you to state your surname, first name and date of birth before each treatment.

This is an essential procedure and allows them to give you the treatment intended for you.

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# EVERYDAY SERVICES

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## FAMILY ARRANGEMENTS AND VISITS

Your friends and relatives are very welcome to visit you, but need to follow a few rules:

- Observe the visiting hours indicated in the department
- Don't bring flowers or plants to certain departments for reasons of hygiene
- Children aged under 15 are usually not admitted for visits
- Do not smoke or vape (electronic cigarettes)
- Don't be noisy
- Don't exceed the number of visitors allowed (varies depending on the department)
- Don't sit on the beds

Your loved ones can find accommodation in residencies and hotels in the Grenoble urban area with which the CHUGA has made agreements.

**This hotel guide** has been e-mailed to you by the International Patients Office. Please ask the department supervisors or nurses for a copy if you need to.

## INTERPRETERS

If necessary, the **department supervisor** can call upon interpreters (English, Arabic, Spanish, Italian, etc.) for the purposes of your care.

## RELIGIOUS AND SPIRITUAL SUPPORT

Spiritual or religious support (for Christians, Muslims, Jews and other religions) is available for you.

There is an interreligious team at each of the North and South sites.

A silent area of contemplation is open to everyone on both sites.

**If you would like to receive spiritual support, you can request it:**

- either directly:
  - North Site: 04 76 76 53 05
  - South Site: 04 76 76 58 63
- or through the care staff who will pass on your request.

## MEALS

Meals are produced by **the catering service** within the hospital and usually served at the following times: 7:00 am, 12:00 pm and 6:00 pm in your room.

Meals are tailored to your nutritional needs and your state of health by the care team.

Please **ask the care team** if you have any questions about your meals.

# EVERYDAY SERVICES

## TELEVISION, TELEPHONE AND INTERNET ACCESS

To receive these services, please go to the **reception centres**:

- At the Michallon Hospital reception, Grésivaudan lobby
- At the Couple Enfant Hospital, on the ground floor
- At the South Hospital TV control room, Olympique lobby

If you cannot move around, dial 65999 using the telephone in your room.

## TELEVISION

All of the University Hospital rooms have a television. Access is charged: you have a choice of a daily, weekly or monthly **fixed price**.

## TELEPHONE

You can use your direct telephone line straight away once you have paid the handling charges. You will get:

- **A pass code** to enter before calling
- **A phone number** for people to contact you on between 7:00 am and 10:00 pm

**Mobile phones** may be used in the rooms, provided it does not disturb the other patients or interfere with care.

## INTERNET ACCESS

There is **free Wi-Fi internet access** at the CHUGA.

Your **username** is the same as your University Hospital admission number on your ID bracelet. You should enter the 13 digit number without the dots.

Your **password** is your date of birth (DDMMYYYY).

## NEWSPAPERS AND CAFETERIA

### North Site:

- Relais H Cafeteria: Vercors Lobby, Michallon Hospital and Couple Enfant Hospital (CEH) reception lobby
- Newspapers: Belledonne Lobby, upper ground floor, Michallon Hospital

**South Site:** Relais H shop (cafeteria and newspapers), Olympique Lobby

## CONCIERGE SERVICE AND PRIVATE ROOMS

In partnership with **HAPPYTAL**, Grenoble Alpes University Hospital provides a concierge service for patients, visitors and health professionals. The concierge service includes several services, directly in your room, to make your stay more convenient and enjoyable, such as well-being services in your room, everyday services, room delivery and entertainment services. These services will be validated with the care teams before your order is finalised. Happytal also lets loved ones show their affection everyday through little extras from afar.

In most units, it is possible to have a private room depending on availability and medical restrictions. There is a charge for this added comfort. Please ask your insurance company and private health insurance company for information. To request a private room, please go to the happytal desks.

**Information at the happytal stand, at [www.happytal.com](http://www.happytal.com) or by calling 01 30 75 50 26.**

Happytal desk open Monday - Friday from 9:00 am to 6:00 pm (except on public holidays)

### North Site:

- Michallon Hospital, Belledonne entrance
- Couple Enfant Hospital, main reception

**South Site:** main reception

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# INFORMATION

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## CONFIDENTIALITY

The hospital is required to ensure that all information about you remains confidential. All of the professionals, employees and volunteers who work at the University Hospital are bound by this obligation of secrecy.

It is possible to request that your presence in a care unit is not disclosed.

## THE HEALTH CARE PROXY

You may appoint someone you know and who you trust in writing (family, friend, doctor, etc.).

The role of this person, considered by the hospital as a “health care proxy”, is to receive the information necessary for your care and report your wishes, should you be unable to express your wishes yourself. His or her statements shall therefore prevail over anyone else’s.

If you wish, your health care proxy can accompany you throughout the procedures and attend medical appointments to help you with your decisions.

## RIGHT TO INFORMATION AND CONSENT

No medical procedure or treatment can be conducted without the patient’s freely given and informed consent. This consent can be withdrawn at any time.

You have the right to be informed of your state of health whenever you wish. Such information shall include examinations, treatments and preventative procedures as well as their usefulness, effects and potential risks. All of your medical information collected by the hospital professionals is kept in your ‘patient file’.

## PAIN MANAGEMENT

The University Hospital is committed to managing your pain. It is possible to prevent, treat or relieve your pain, whether acute or chronic.

The professionals must help remove or reduce your pain:

- by assessing your pain
- by answering your questions
- by explaining the treatment you are to be given and the procedure
- by using the most appropriate means

Your input is essential - the care teams are there to listen to you and to support and help you.

## MEDICATION

You are currently taking medication and are going to take it when you are in hospital and when you are discharged.

Your current treatment will be evaluated by the prescribers and may be altered.

To avoid any risk of interaction or overdose with the medication prescribed for you during your stay, notify the medical teams and pharmacists of the medication you have brought with you and give it to them.

Please ask questions about the medication you will have to take - the doctors, nurses and pharmacists are there to answer them.

# YOUR RESPONSIBILITIES



## YOU MUST NOT SMOKE OR VAPE

Smoking and vaping (e-cigarettes) are strictly forbidden in the hospital premises. In accordance with the law, smoking outside the reserved smoking areas is punishable by a fixed fine of €68 (3<sup>rd</sup> class offence). Grenoble Alpes University Hospital is fully committed to actively preventing smoking.



## FIRE SAFETY

As well as the ban on smoking, lighting candles and using devices with a naked flame (lighter, stove, etc.) are also prohibited inside the University Hospital.

**If you discover an outbreak of fire, keep calm and tell the hospital staff immediately.**

In the event of an evacuation, carefully follow the instructions you are given by the staff, in particular for reaching the secure areas. Do not return to your room without authorisation under any circumstances.

## YOU MUST FOLLOW CERTAIN GENERAL RULES

In order to ensure everyone's rest, and also for reasons of hygiene, you are requested to:

- follow the health and safety measures of each care unit
- ask the unit staff about whether plants and flowers are allowed
- use the radio, television and your mobile phone with discretion
- avoid group visits and keep to the authorised visiting hours
- treat hospital equipment with respect
- do not bring in alcoholic beverages or illegal products.

Animals, even pets, may not enter the hospital premises.

## THE PROFESSIONALS ARE THERE TO HELP YOU - PLEASE RESPECT THEM

Incivility from families, companions or patients is noted at the University Hospital (physical and verbal attacks, threats, etc.).

We remind you that the law provides for penalties for such offenders and that legal proceedings may be taken against them.

## THE INTERNAL REGULATIONS

of the University Hospital are available upon request from the quality and users department (Tel.: 04 76 76 50 05). Given the size of the document, it is best if it is consulted on-site or sent by e-mail.

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# HOSPITALISED PATIENTS' CHARTER

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- 1.** Everyone is free to choose the health care institution which will care for them, subject to the limitations of each institution. The public hospital service is accessible to everyone, especially the disadvantaged and, in emergencies, people without social security cover. It is adapted for the disabled.
- 2.** The health care institutions guarantee the quality of reception, treatment and care. They are attentive to pain relief and make every effort to ensure everyone has a dignified life, with special attention to end-of-life care.
- 3.** The information given to patients must be accessible and accurate. Hospitalised patients participate in the therapeutic choices which concern them. They may be assisted by a health care proxy who they are free to choose.
- 4.** A medical procedure can only be conducted with the patient's freely given and informed consent. Patients have the right to refuse treatment. Any adult may express his/her wishes regarding the end of his/her life in instructions provided in advance.
- 5.** Specific consent is required for people participating in biomedical research, for the donation and use of components and products of the human body and for screening procedures.
- 6.** People who have been offered the opportunity to participate in biomedical research are informed, especially about the expected benefits and the foreseeable risks. Their consent is given in writing. Their refusal shall not affect the quality of care they will receive.
- 7.** Hospitalised patients may leave the institution at any time after having been informed of any risks involved, except in such cases as are provided for by law.
- 8.** Hospitalised patients are treated with respect. Their beliefs are respected. Their privacy and peace and quiet are protected.
- 9.** Everyone's privacy is safeguarded along with the confidentiality of personal, administrative, medical and employment information about them.
- 10.** Hospitalised patients (or their legal representatives) have direct access to health information concerning them. Under certain conditions, in the event of death, their beneficiaries have the same right.
- 11.** Hospitalised patients may make observations about the care and the reception they have received. In each institution, a commission for user relations and quality of care ensures that user rights are respected. Everyone has the right to be heard by an institution manager to voice their complaints and seek compensation for damages they feel they have suffered within an amicable dispute settlement procedure and/or in court.



**GRENOBLE ALPES UNIVERSITY HOSPITAL**

**International patients reception office**  
[internationalpatients@chu-grenoble.fr](mailto:internationalpatients@chu-grenoble.fr)

**+33 (0)4 76 76 50 57**

**NORTH SITE**

CS 10217  
38043 Grenoble Cedex 9

**SOUTH SITE**

CS 90338  
38438 Echirolles Cedex

**Switchboard:**

**+33 (0)4 76 76 75 75**

[www.chu-grenoble.fr](http://www.chu-grenoble.fr)