

WELCOME BOOKLET INTERNATIONAL PATIENTS

**GUSTAVE/
ROUSSY**

CANCER CAMPUS
GRAND PARIS



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WELCOME

/ ADMISSION

On arrival at Gustave Roussy, make your way to the **Medical Administration Department** to open your medical record. You will be given the contact details for the International Department Medical Service.



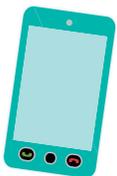
The International Department Medical

Service is located at the main building of GR in Villejuif. You can contact the department throughout your treatment process to assist you during your hospital stay, clarify the care pathways or obtain a statement of costs.

This support service is available through or across the Institute (or hospital-wide) for international patients and works in close conjunction with the embassies.

THE INTERNATIONAL DEPARTMENT MEDICAL SERVICE

Located on the ground floor of the institute, the Medical Administration Department operates **Monday to Friday from 09:00 to 12:30** and from **14:00 to 17:00**.



You must obtain a **French telephone number** in case we need to contact you, and provide us with the **telephone number of your translator**.

/ ADMISSION TO THE DEPARTMENT



Once you have been admitted, you will be met at the the department by the medical and paramedical staff with the department secretary. **You will be given a patient wristband.** This wristband will be used to identify you throughout your hospital stay. You should wear it until you leave the hospital.

Rooms are allocated primarily on the basis of the patient's clinical condition, rules governing isolation practices and medical decision.

Only patients and their families/friends **are allowed entry to the department.**

THE MEDICAL SECRETARIAT WILL COLLECT YOUR DOCUMENTS

- **Medical record**
- **National Identity card - passport**
- **Reports, blood tests** and external diagnostic tests
- **Your interpreter's contact details**

CARE STRUCTURE

/ TREATMENTS AND MEDICAL CARE

Medicinal products

- Treatments and nursing care are administered and vital signs are recorded by nurses and care auxiliaries at set times in accordance with medical prescriptions.
- As a general rule, treatments are administered at:
 - 🕒 Morning nursing round: from 08:00 to 09:00
 - 🕒 Afternoon nursing round from 12:00 to 13:00
 - 🕒 Evening nursing round from 18:00 to 19:00
 - 🕒 Night nursing round from 20:00 to 22:00
- Some specific treatments prescribed by your doctor will be administered at different times. The nurse will inform you of the time and modes of administration.
 - **Transfusion** of blood products
 - **Chemotherapy**
 - **All intravenous treatment** such as antibiotics or others.



Diagnostic procedures

- Examinations Diagnostic exams (radiology, surgery, scans. etc.) are scheduled procedures:
 - Laboratory blood tests are carried out in the morning between 06:00 and 08:30
 - X-rays are carried out from 08:00 in the morning and throughout the day.



- Some diagnostic exams can be arranged quickly.
- The medical and paramedical staff will keep you informed of the various appointments and examinations scheduled to take place during your hospital stay.
- We kindly ask you to be ready on time to fully benefit from your treatment.
- Pre-meds and/or a specific dress code are required for some procedures (ie. Operating room).

Care

- Only the medical and paramedical staff are authorised to enter your room during treatments.
- Friends/family/carers will be asked to leave the room at this point.
- No photography is permitted.

Surgical intervention

- **You must shower** with liquid soap on the day of your procedure
- Your bed will be changed and remade as close as possible to your departure for the operating room
- **GR1:** no personal clothing and underwear when necessary.
- **GR2:** clean personal clothing.

You cannot always be accompanied during certain examinations. The medical and paramedical staff will explain the scheduled procedure to ensure optimal preparation.

HOUSE RULES

Here are some useful information **to help you prepare for your stay:**

/ HYGIENE

Body care:

- A daily body hygiene routine is important for your **health and well-being**. It will enables us to provide **quality care in a safe setting**.
- The paramedical staff will assist you each morning with your daily routine, depending on your level of physical dependence.

Precautions:

- **Protective measures** (wearing of a mask and a protective gown) may be necessary on arrival and throughout your stay to protect you from any infections, to protect friends/family/carers and other patients. The medical and paramedial staff will explain the reasons behind this decision and how to proceed. Explanatory posters displayed at the entrance to your room outline the precautions to be taken.
- To limit the risk of infection, you, your friends/family/carers and nursing staff **must wash your/their hands with an alcohol sanitiser** on entering, leaving your room and after each visit.





Housekeeping

- Your room **will be cleaned every morning**. This daily routine safeguards your health by maintaining a clean and healthy environment.
- Please make it easier for our cleaning team to carry out their duties **by keeping your room/area neat and tidy**.
- **Extra beds** (available on request and depending on availability) must be folded up and stacked around 09:00 am at the latest.
- **Rugs are not allowed** for hygiene reasons. Every room is fitted with a cupboard where you can store your personal effects.



/ MEALS AND FOOD FROM OUTSIDE

Meals are served at the following times at the Gustave Roussy Institute:



MEAL TIMES

🕒 **breakfast** from 08:00 to 09:00

🕒 **lunch** from 12:00 to 13:00

GR1

Snacks/tea:

🕒 from 16:00 to 17:00

Dinner:

🕒 from 19:00 to 19:30

GR2

Unavailable

Dinner:

🕒 Starting: 18:00

Please note that **not all meats are in compliance with the preparation of Halal foods.** However, some halal or kosher dishes are available from our catering service.





You can enjoy homemade or restaurant meals. Before ordering, we would advise you to:

- **Check in with your doctor and nursing team** inquire about your diet specifics or whether your meals can be brought in from outside.
- **Check the quality of** the restaurant **food:** hygiene and preparation conditions.
- A dietician consult is available **on medical advice.**

It is important that you eat meals brought in from outside as soon as they arrive. Any uneaten food must be disposed of at the end of your meal.

You are not allowed to keep perishable foods in your room (e.g. dairy products, yoghurt and cheese).

/ VISITING HOURS



The morning period is reserved for treatments and medical appointments.

Your family/friends/carers are welcome **from 13:00 to 20:00.**

Compliance with set times

- **Children under 12 years of age** are not authorized to visit the department.
- Please ensure that visiting times are respected in the interests of your private life, safety and comfort and to safeguard the delivery of around-the-clock quality care.

Informal caregivers ou Caregivers

- You may be **accompanied by one family member** throughout your stay.
- **They can stay 24h/24.**
- We can accommodate one person to stay with you. Do not hesitate to ask for the Department Health Manager if you have any questions or concerns.



Extra beds and armchairs

GR 1:

- Extra beds can be made up in single rooms only, not in double rooms.
- Armchairs are available in all rooms but must be folded up and stacked by 09:00.

GR 2:

- Extra beds are available.

Mattresses cannot be placed on the floor for hygiene and safety reasons.

Family room

GR 1: this area is dedicated solely to DIN (International Department) patients and their family/friends/carers.

GR 2: the Family room is shared with other patients located on the 2nd floor.

- This area cannot be used for communal meals, napping or prayers.
- Please ensure that this designated area can be enjoyed by everyone.

Daily life

GR 1:

- **Prayer room:** +6 lifts G, K
- **Cafeteria:** on the ground floor

GR 2: No dedicated place of worship

IMPORTANT INSTRUCTIONS

/ NB

To benefit fully from your healthcare treatment, please follow the therapy schedule set by the medical and paramedical staff. You are asked to wait for them in your room.

The scheduled hours of the various treatments are subject to change. The nursing staff will confirm the time and modes of administration/preparation.

Please inform the nursing staff if you are going to be absent from your room for more than 15 minutes.

/ IMPORTANT

The attending physicians will meet with you every day. You must comply with the times of these visits and remain in your room until the visit. This is the ideal opportunity to ask all of your questions.

You must not interrupt the medical team during their medical round with other patients.

We are committed to provide you with quality care whilst ensuring your comfort as well as respecting your privacy. Thank you for your collaboration and we wish you every success in your treatment here with us at Gustave Roussy Institute.

Thank you.

CONTACTS



Gustave Roussy: **01 42 11 42 11**

Medical office: **01 42 11 45 63 / 01 42 11 43 29**



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