



Welcome Booklet

“Sir, Madam,

*You will soon be entering the Clinique du Pre. The physicians, healthcare staff, administration and technical services are ready to give you and your family quality care, in utmost security and comfort. Our skills are at your service and we are dedicated to providing world-class treatment.*

From the Management, Doctors and Staff “

**02 43 775 775**

From 7am to 7pm  
Monday to Friday

9am to 6pm Saturday

9am to 6pm Saturday

10am to 6pm Sunday &  
Holidays

Reception open  
24/7





## ontents

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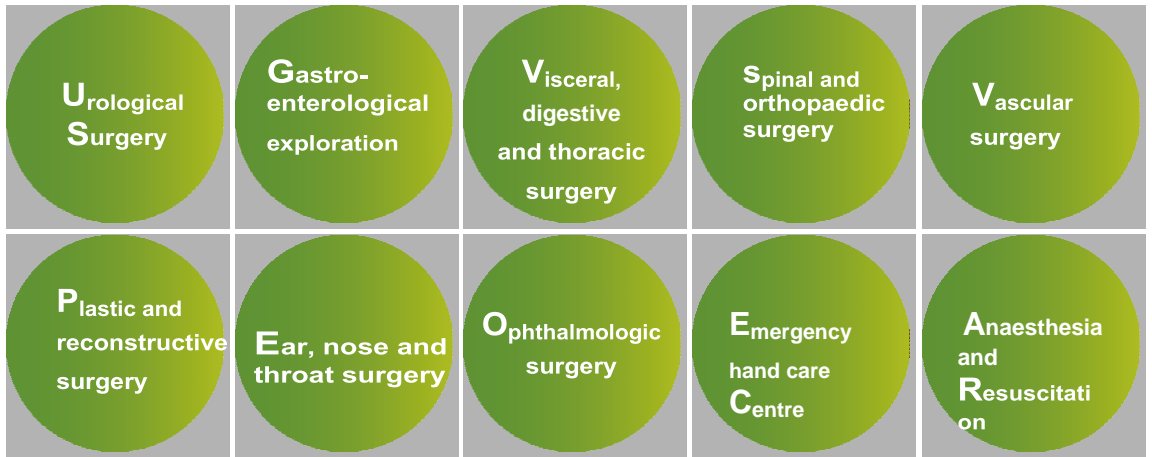


# Introduction of the Clinique du Pré

The Clinique du Pré is a private healthcare institute situated in Le Mans (Sarthe Region) which every year takes in

24,000 patients, including 12,000 outpatient surgical operations and 4,500 non-surgical outpatient treatments.

## Our Specialities



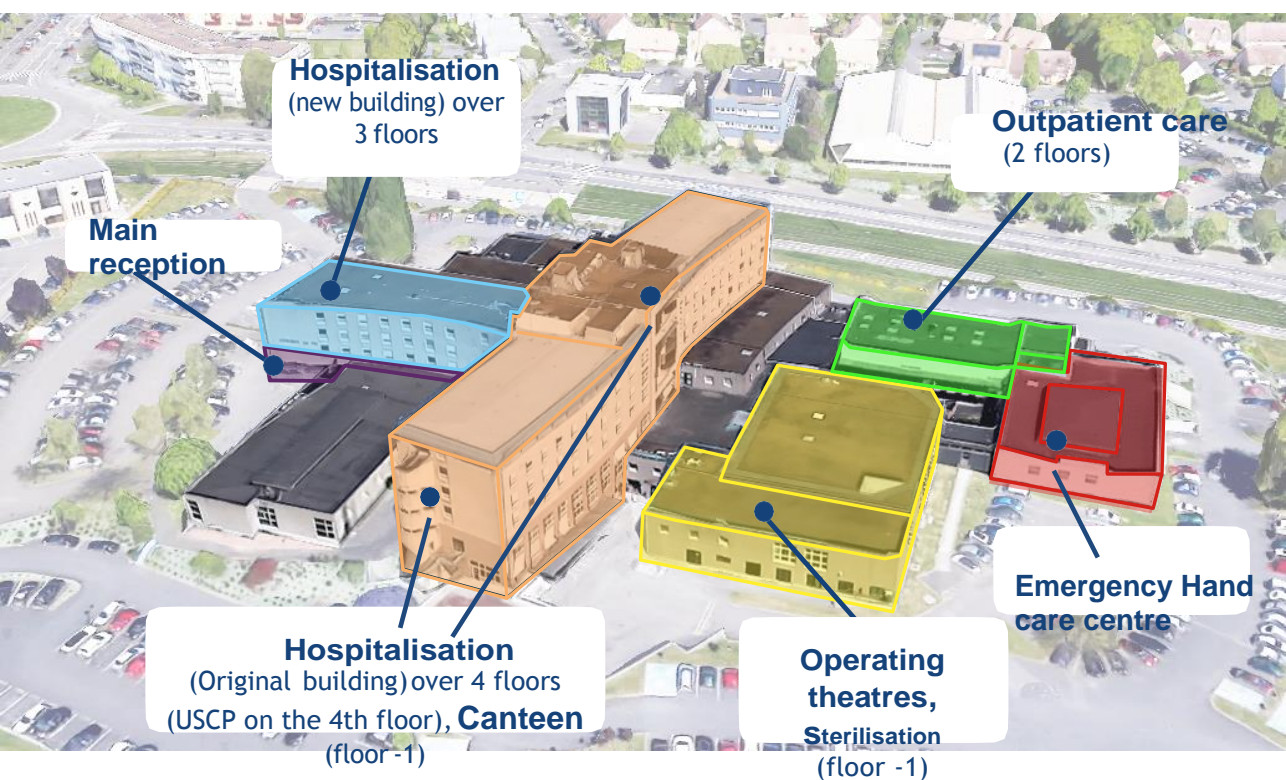
The Clinic also provides care for specific issues which allow for a personalised approach to care. Within the clinic is a centre for helping patients with weight gain and obesity issues.

The clinic also offers external consultations for patients in:

- Chronic pain
- Physio and rehabilitation
- Neurology

## Some specific issues we can assist with:





## The Clinique du Pré in numbers

- **165** surgery beds
- **12** continuous observation beds
- **40** surgical outpatient places
- **Outpatient clinic**
- **17** operating rooms
- **A primary care Clinic**
- **1** lithotripsy room
- **1** computerised angiography room
- **1** operating theatre
- **1** post-operational observation room
- **1** central sterilisation unit

A 24 hour walk-in clinic welcomes patients sent by their GP as well as those who require care from a previous operation within the clinic. The institution is also part of the emergency care system for hand and vascular surgery.

There is a continuous observation unit (12 beds) dedicated to patients requiring it. Admission to this unit is decided by both the anaesthetist and the doctor based on the patient's condition. This unit allows for careful monitoring of the patient. The medical team ensures that all is in place for the quickest recovery possible.

The Centre SOS Mains is recognised by FESUM (The European Federation for Emergency Hand Services).

The Clinic works in conjunction with a biomedical laboratory as well as a medical imagery unit, including scanners, MRIs and osteoarticular MRIs. The institution is constantly investing in new medical equipment for a variety of specialities.





Surname: ..... First name: .....

## My operation:

.....

Date planned: ..... / ..... / ..... By: Dr .....

Planned entry date: ..... / ..... / ..... at .....

Planned exit date: ..... / ..... / ..... at .....

Type of stay: ☐ Inpatient ☐ Outpatient

In case of outpatient stay, the Clinic will call you the day before the operation. You will be advised on how to prepare for your stay and what time you are expected to arrive.

## Getting to the Clinic



**1 Clinique du Pré**  
Accueil / Admissions  
Centre de l'obésité (Chrysalide)  
Consultations et soins externes  
Consultations viscérales et thoraciques  
Hospitalisation et ambulatoire  
IRM  
Radiologie  
Scanner  
SOS main

**2 Centre médical Laënnec**  
Consultations :  
Anesthésie-Réanimation  
Chirurgie orthopédique  
Chirurgie du rachis  
Chirurgie vasculaire  
Laboratoire d'analyses  
Laboratoire bactériologique

**3 Pharmacie de l'Université**  
Consultations :  
ORL et Urologie

Thank you for following these steps, as they are required for your admission.  
A missed step may delay your operation.

### **STEP 1:** Following the consultation with the surgeon

Book an appointment with the anaesthetist  
Tel: 02.43.77.54.45

Please go to the admissions desk to complete your pre-admission

**Bring the following documents:**

- Government ID or Passport
- Social security card
- Health insurance card
- If necessary , a document proving workplace injury or professional illness

### **STEP 2**

*Please complete all blood tests required before meeting the anaesthetist*

### **STEP 3** Anaesthetist appointment date : ...../...../.....at .....

To meet the anaesthetist, please present yourself at the Centre Médical Laënnec found opposite the clinic (see map). Please bring the following documents :

- **All prescriptions** from the last three months (Very important)
- All medical test results (X-rays, MRIs, Scans, Blood tests, ...) even if the consultant has already seen them.
- Blood group card

### **STEP 4**

Please ensure all medical tests (blood tests, scans etc.) prescribed by the anaesthetist and the surgeon are performed at least one week before the operation

### **STEP 5 :** Day of entry

Please give the following documents to your nurse :

- The informed consent form, given by the surgeon, completed and signed
- The informed consent form, given by the anaesthetist, completed and signed
- All current prescriptions as well as all current medication in its original box
- All medical test results (X-rays, MRIs, Scans, Blood tests, ...) even if the consultant has already seen them.
- Blood group card
- The personal information form (given and explained in pre-admission) filled :

For minors : both parents/guardians must sign the personal information AND the consent forms

For adults under guardianship : the guardian must sign these forms if the adult patient may not make decisions about their health

# Before Admission



## To Bring:

- A copy of your prescription for all medication you are taking, dating back at least 3 months (*very important*);
- The results of all your medical examinations (radiology, MRIs, scans, blood tests, electrocardiograms (ECGs), cardiology consultations ...);
- A card stating your blood type;
- Proof of identity (identity card or passport or visa);
- Your social security card. If this is a French card, it must mention that you have a GP or that you are affiliated with the Caisse des Français à l'Etranger (CFE);
- A private health insurance card or certificate;
- The informed consent forms given by both the surgeon and the anaesthetist.

## If the following applies:

- If you have free French State given medical coverage, bring a certificate;
- If you are covered for any additional health expenses by your private healthcare insurance, please bring a certificate.

## For minors and adults under guardianship:

- Permission from parents/guardians to operate.
- For minors, please bring the original family booklet to pre-admission.

As soon as the operation is confirmed by the anaesthetist or surgeon, please go to pre-admission at the admissions desk :  
**7:30am-6:00pm**

## Other documents to bring in certain situations:

- If the accident is in regards to a workplace accident: certificate of workplace accident;
- If the accident is in regards to a professional illness: certificate of professional illness;
- If you are from the **European Economic Area**: European Health Insurance Card - EHIC and a certificate from your private health insurance;
- If you are **outside of the European Economic Area or work outside of the EU**: a certificate from your private health insurance.

## IF A DOCUMENT IS MISSING

Please post all documents before the operation to :

Clinique du Pré - Service admissions  
13 avenue René Laënnec  
72000 Le Mans

By email :

[admission@clinique-du-pre.fr](mailto:admission@clinique-du-pre.fr)



# Patient information form

This document will be given in pre-admission:

*Patient information form*

**It must be completed as soon as possible and handed into the admissions desk.**

## Emergency contact:

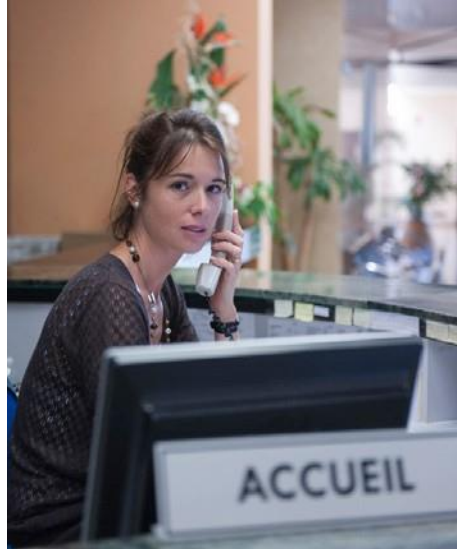
The emergency contact may be called by the medical staff in case of a non-medical change in your stay (transfer to another healthcare institute, end of stay and exit...). This person will not have access to medical information and may not make decisions about your health.

## Person of Trust:

You may choose a person of trust to accompany you in medical consultations. If your condition does not allow you to give your opinions, the doctor and medical team may ask the opinion of your person of trust.

## Other Requests:

Any patient above 18 years old may make a written request to express their wishes in case of a terminal situation. If you are in a terminal situation and cannot express your wishes, your written requests will allow your doctor to consider possible limitations or stopping treatment. The doctor is not under obligation to follow your requests if other circumstances change the situation.



# Protected patients

## Minors:

For practical and respect reasons, the law requires, that all operations on minors have the consent of the parents/guardians, while also considering the child's wishes.

## Adults under Guardianship:

If an adult under guardianship is incapable of making their own health decisions, protective measures may be put into place according to law regarding adults under guardianship. Therefore, in all situations, the law requires that written consent is given by the patient or guardian.



# P re-operation steps

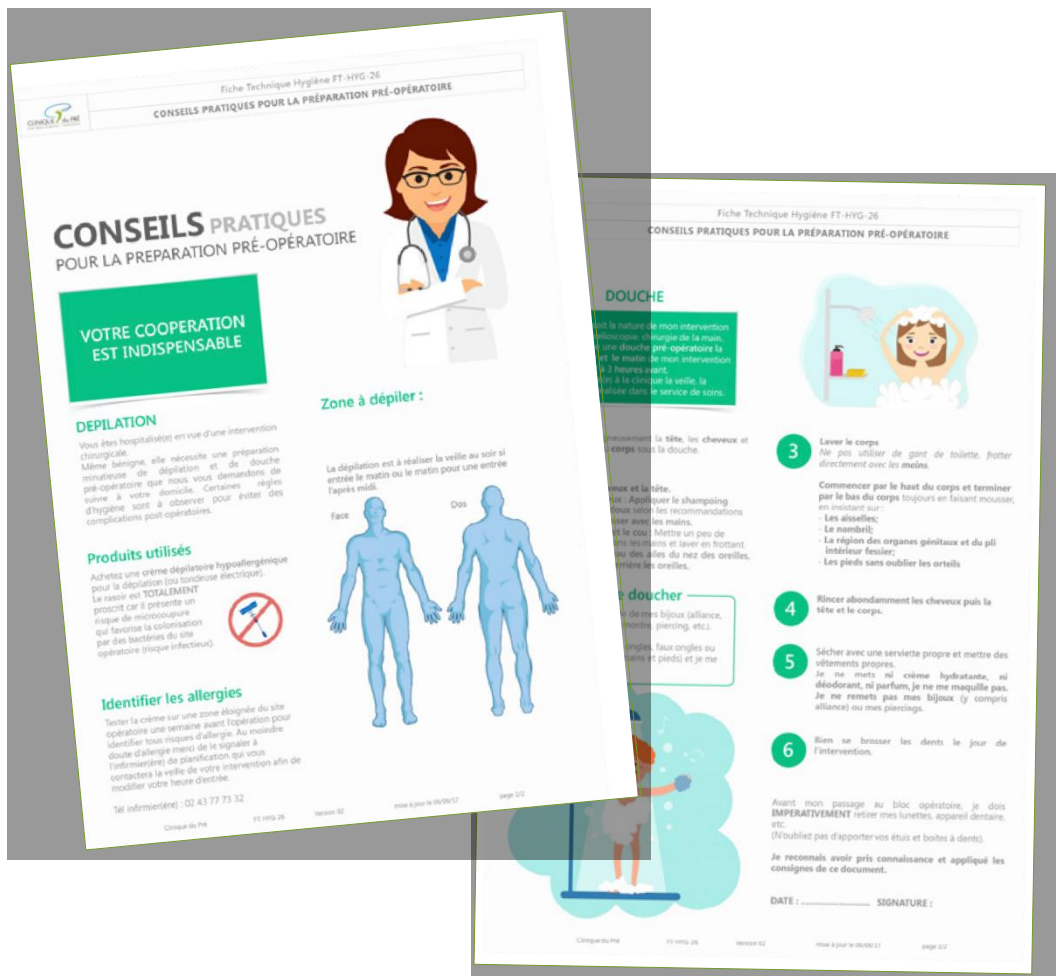
This document will be given in pre-admission and will explain the pre-operation steps (shower, shaving the area of operation... Necessary for your pre-operation hygiene)

Prevention of infections contracted during care:

Hospital-acquired infections represent a risk which the Clinique du Pré is equipped to deal with. An Operational Hygiene team is responsible for preventing infection. This team has implemented

measures to reduce the risk of infection to a minimum. Some of these measures may constrain both the patients and the visitors, but respecting the rules regarding hygiene helps keep a safe environment and a high quality of care.

The scores for the Clinique du Pré on hygiene and infection are available on [www.scopesante.fr](http://www.scopesante.fr)



## Hygiene Rules

- Please shave the areas requested. If in doubt, please ask a medical staff member to assist;
- Please follow ALL fasting requirements;
- Please leave your jewellery at home (even those on chains or strings as well as piercings);
- Please remove nail varnish, even if it's transparent and trim your nails (hands and feet);
- Please brush your teeth and tongue.

## What to bring:

Please bring soap, shower gel, shampoo, a comb, hand towels, your own towel as well as enough clothes if you are staying several days.



*Medication, prescriptions, scans, blood tests, surgical AND anaesthetic consent forms, a completed patient information form.*



**Don't smoke/vape or drink alcohol in the 12 hours before hospitalisation.**

**For health reasons, you may not bring your own pillow, duvet or blanket. If you require something, do not hesitate to ask the medical staff.**

**Do not bring valuable items or cash. The Clinic will not be held responsible in case of theft or damage.**

Safes are available at the reception desk.

## FASTING RULES

Please follow the advice given by the anaesthetist concerning the time of your last meal. Taking medication will not break your fast if advised by your anaesthetist. We recommend taking your medication with a little water. Please refrain from eating, drinking or chewing gum.

**Warning: breaking the fasting rules may lead to your operation being canceled for safety reasons.**

Your personal medicational treatment is the summary of all the medication you take from the moment you are admitted. You must **bring your prescriptions** for the appointment with the anaesthetist who will adjust your treatment plan for the time you are hospitalised, adapted for your current needs, taking into account ALL of your treatments.

### What do I do with my medication while I am hospitalised?

- **Bring all of your prescriptions** and if possible the boxes they came in.
- Give them to the nurse taking care of you.

For your safety, we ask that you refrain from taking any medication not given by the nurse.

The Clinic's pharmacy may substitute your treatment for another, functionally identical one, even if the medication is of a different size, shape or colour. If you have any questions, please ask the medical staff or your nurse.

### What happens to my medication?

Your medication is labelled and stored in a locked cabinet. It is possible that your medication may be used for your treatment, if the Clinic's pharmacy is awaiting a delivery or that it may be swapped

with equivalent or generic medicine in which the effect is the same.

### Will I get my medication back when I leave?

When you leave, the doctor who treated you may write a prescription, taking your condition into account. This prescription may be different from the one you came with. The medication you brought will be returned, except those used during your stay, or those your doctor considers to be a hazard with your new prescription. It is important to follow your new prescription. If you have any doubts, please talk to your doctor or the doctor treating you during your hospitalisation.



# M<sub>y</sub> hospitalisation

**Your pre-admission form is complete, your admission is immediate.**

If this is not the case, please bring all documents mentioned on page 8.

## **If unable to come,**

On the day you are due to be admitted, please contact the admissions desk as soon as possible. Call 02 43 775 775 and say: "Admissions".

**Please arrive well on time for your appointment. This has got to do with the time you will be taken into the operating theatre and all preparatory care.**

On weekends and holidays, your admission will be taken care of at the reception at the entrance hall.

# P<sub>re-operative care</sub>

Once you have been admitted, a nurse will take you to your room and help you get settled in. They will be your nurse.

They will expand your medical file by asking you:

- A questionnaire (allergies, treatments, medical history, confirmation that you followed the medical advice given to you ...).
- A copy of all medical exams asked for by your doctor (blood group card, ECG, blood tests, scans, MRIs ...).

The nurse will explain the schedule of your stay, tell you the time of your operation and tell you the approximate time you will be out of theatre.

**Please go to the admissions desk at**

Date: ...../...../.....

at: .....

*Remember: For all minors or adults under guardianship to be admitted, they must be accompanied by a parent or guardian.*



If you have an outpatient appointment, a nurse will contact you the day before your operation to tell you the time that you must enter the Clinic.

**The operating schedule is susceptible to changes from emergencies, you will be given the approximate time of your entry into and out of theatre. Thank you for your understanding.**

# G

## oing into theatre (if having a surgical operation)

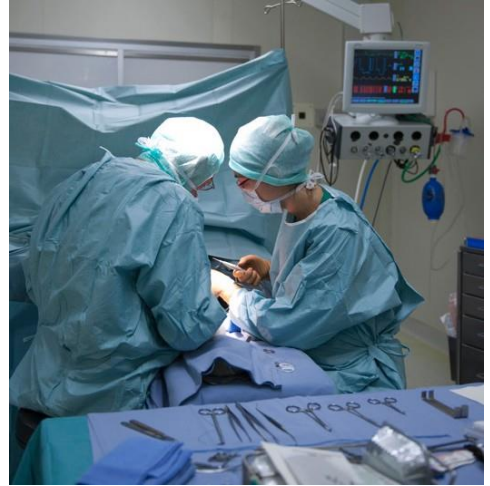
Before going into theatre, we ask that you remove and carefully put away (in case of loss or theft the clinic denies all responsibility):

- your glasses or contact lenses,
- any dental apparatus,
- hearing aids,
- Your jewellery, piercing(s)...

These as well as your personal documents, mobile phone, keys or wallets/purses may be given to the medical staff for safekeeping.

Depending on your operation, you may even walk into the operating theatre, still accompanied by a porter. We will put you into the most comfortable position possible and you will be monitored throughout the operation.

Once the operation is over, you will be taken care of by the post-operational staff and the anaesthetist. You will be kept there for as long as is needed for a safe return to your room.



# R

## eturning to your room

You will then be taken into your room where the medical team will continue your treatment. You may avail of a single room depending on availability and an extra fee will apply. **If something is unavailable at your arrival, we will do our utmost to provide it as soon as possible.**

An alert system from your bed will allow you to get assistance from the staff at any time of the day or night.

**Please notify the medical staff when you leave your room.**

This allows us to find you if necessary (visits, exams, doctor visit, ambulance ...), especially the day you leave.

# V

## isitors

The head nurse, in certain situations, may allow visits outside of normal hours. We recommend against having visits with more than 3 people, long visits, and the presence of young children.

**Please follow all hygiene rules in the clinic.**

Visits, if your condition allows and if you accept them, are permitted every day from 12pm to 8:30pm, so as not to disturb morning treatment.





# E<sub>xit</sub>

The date of your exit is decided by the doctor treating you. You must stay in your room until the nurse gathers all of your

documents to leave, explains them to you and answers your questions.

**Please remember to ask for your medication if the nurse does not give them back to you.**

BEFORE  
LEAVING  
THE CLINIC

Please do not leave anything in your room.

Collect your medications and documents:

- exams done by the nurse (scans, blood tests, x-rays...)\*;
- prescriptions given by the surgeon's secretary at their

desk\*;

- Please complete the following before leaving:

- Please pay any amounts still due, if required (*extra room fees, extra consultation fees etc.*);
- A certificate of hospitalisation will be given.

If returning home will cause problems of a financial, psychological or practical sort, please tell a nurse who will contact a social worker from the clinic. She will inform and help you with your issues.

*\*The institute and the doctors will not be held responsible for the loss of these documents if they are not collected before you leave.*

## Satisfaction survey

We would like you to help us improve our services, so please fill out the satisfaction survey given at admission. If you have any issues during your stay, please ask to meet the head nurse. The completed survey can be handed in to the secretary at admissions when you leave, or posted, or handed in at your next visit to the Clinic.

An annual survey, called E-SATIS, is organised by the Haute Autorité de Santé (HAS). You may be asked to express your opinions via an internet website. For this, you may choose to give your email address during admission.

*The results and information from this survey can be found at [www.scopesante.fr](http://www.scopesante.fr) or posted up at the reception of the clinic.*

# Understanding your bill

Your bill will be sent approximately 3 weeks after you leave the Clinic.

ETABLISSEMENTS DE SANTE PRIVES BORDEREAU DE FACTURATION DESTINE A L'ASSURE(E) OU AU PATIENT Date de la facture AMP: 13/02/2015

Identification de l'organisme complémentaire Code

Identification de l'établissement N° FINESS 720000199 CODE CATEGORIE 128 Références à rappeler Clé facture P N° de lot N° de facture 001952046 N° d'entrée 15000529.00 N° PEC N° feuillet 1 / 3 Signature de l'assuré(e) Absence de signature

CLINIQUE CHIRURG DU PRE 13 AVE RENE LAENNEC 72018 LE MANS CEDEX2

ST LYONNAIS

L'assuré(e) Nom de naissance et prénom(s) suivi s'il y a lieu du nom d'usage

Montant pris en charge par l'assurance maladie obligatoire (AMO)

Montant restant à charge du patient

Montant pris en charge par l'assurance complémentaire (AMC)

Code de l'intervention : ici dispositif implanté (prothèse, stent,...)

ADI: Acte d'imagerie (hors échographie)

ADC: Acte de chirurgie

GHS : groupe homogène de séjour (Acte chirurgical bénéficié) : frais de fonctionnement bloc opératoire, soins, frais de personnel,...

FJ: Forfait journalier appliqué pour tous les séjours

Code de l'intervention : ici dispositif implanté (prothèse, stent,...)

ADI: Acte d'imagerie (hors échographie)

ADC: Acte de chirurgie

Frais de structure et de soins																						
T	MT	IME	D	Code	Période	P.U.	Quant.	Coeff.	Mt. Facturé	Base remb	Taux	Mt. AMO	Mt. AMC	Assuré(e)								
					Du	au				R.O.												
T			C	GHS	18/01/15	03/02/15	3830,96	1	1,00	3830,96	3830,96	100	3542,96									
T			C	FJ	18/01/15	02/02/15	18,00	16	1,00				288,00									
Sous-total 1										3830,96		3542,96	288,00									
Produits de la JPP facturables et spécialités pharmaceutiques																						
T	MT	IME	D	Code	Prescr.	Date Imp.	P.U.	Quant.	Mt. Facturé	Base remb	Taux	Mt. AMO	Mt. AMC	Assuré(e)								
										R.O.												
T			C	PII	721702066	19/01/15	1887,90	1	1887,90	1887,90	100	1887,90										
Sous-total 2										1887,90		1887,90										
Sous-total 1+2										5718,86		5430,86	288,00									
Relevé des honoraires médicaux, paramédicaux et actes de laboratoire																						
TI	W	Prescr.	Sp	Exécutant	Sp	IC	Date	Date	Code	ID	P.U.	Mod	Rem	Conf.	Code	Mt. facturé	IDP	Base Remb	Taux	Mt. AMO	Mt. AMC	Assuré
TI01							19/01/15		ADI		19,29					19,29		19,29	100	19,29		
TI01							19/01/15		ADC		880,28					1437,50		937,50	100	937,50		500,00

Our doctors work in a private practice: (hospitalisation and consultations) following articles L.6154-1 à L.6154-6 of the Public Health code, the doctors of the Clinique du Pré practice

privately. You must be informed of any consequences of this kind of practice (extra fees, extra payment methods, the doctor's arrangement with social security and private healthcare...).

# Y our stay

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## For comfort:

We offer:

- Special rooms equipped with a television and a telephone.

## Keep your loved ones close with:

- The companionship pack: 1 bed for a companion, 1 breakfast, 1 hygiene kit.
- Meals for visitors in your room or our onsite restaurant (only at lunchtime).
- Lodging your loved ones nearby : Accomodation close to the Clinique du Pré are offered to families of patients in the clinic;  
The financial costs are up to the visitors to pay

- **La Maison des Soleils**, run by volunteers. 29, avenue Rubillard, close to Hôpital du Mans Association des Familles du Mans, Maison les Soleils. Tel. 02 43 24 70 80. Monday 9am-1pm and 1:30-5:30pm; Tuesday, Thursday, Friday 1:30-5:30pm. Outside of these hours, a volunteer is available for reception at 06 83 35 07 45.
- **Domitys**, rents apartments and studios on a short term basis. 37 Avenue Frédéric Auguste Bartholdi, 02 43 14 57 57
- **Hôtel Mister Bed** : Les Poupardières, 02 43 24 11 00



## Room services

- **Television, telephones and Internet:** these are available in all of our rooms; you can request these services at the admissions desk.
- **Postal services:** the post is delivered daily by the staff. If you wish to send post, you can hand it in, stamped, to your medical staff who will give it to the reception desk before 4pm.
- **Cafeteria/Shop :** the cafeteria is open Monday to Friday from 8:30am-5:30pm, food and drink is available these as well as journals, magazines and hygiene products
- **Vending machines:** they are available 24/7 on the ground floor in our lounging area: hot and cold drinks, food, snacks...

# Getting to the Clinic



## 1 Clinique du Pré

Accueil / Admissions  
Centre de l'obésité (Chrysalide)  
Consultations et soins externes  
Consultations viscérales et thoraciques  
Hospitalisation et ambulatoire  
IRM  
Radiologie  
Scanner  
SOS main

## 2 Centre médical Laënnec

Consultations :  
Anesthésie-Réanimation  
Chirurgie orthopédique  
Chirurgie du rachis  
Chirurgie vasculaire  
Laboratoire d'analyses  
Laboratoire bactériologique

## 3 Pharmacie de l'Université

Consultations :  
ORL et Urologie

- **Motorway A11, exit Le Mans Nord**, then head towards Angers exit Université, Clinique du Pré.
- **Motorway A11, exit n°8 Le Mans Centre - Université**
- **Le Mans Ring Road, Exit Université - Clinique du Pré.**
- **Tram: Haute Venelle Line (Red) - Clinique du Pré.**