

Welcome to the Maternity Unit of the American Hospital of Paris

Patient Handbook



American Hospital of Paris
NON PROFIT ORGANIZATION

Maternity



HOW TO CONTACT US

IN CASE OF EMERGENCY

An on-duty midwife can be reached 24 hours a day at +33 1 46 41 26 03



USEFUL TELEPHONE NUMBERS

Early Prenatal Interview, from 14 weeks of pregnancy

+33 1 46 41 84 88

Supportive care: Acupuncture, osteopathy and sophrology

+33 1 46 41 84 88

Pregnancy check-ups with a midwife

+33 1 46 41 84 88

Childbirth and parenthood sessions **+33 1 46 41 84 88**

Pregnancy check-ups with an obstetrician-gynecologist

+33 1 46 41 28 82

or **<https://www.american-hospital.org/en/nos-specialites/maternite>**

Pre-anesthesia consultation (around 32 weeks) **+33 1 46 41 26 91**

Psychologist f2.f2@ahparis.org

+33 1 46 46/25 25 or 45 62

Screening or dating fetal ultrasound
Fetal Medicine Unit

+33 1 46 41 28 82

or **<https://www.american-hospital.org/en/nos-specialites/diagnostic-prenatal>**



You can also contact the maternity unit secretary: f2.f2@ahparis.org

WELCOME TO OUR MATERNITY!

The Maternity Team of the American Hospital of Paris (AHP) does everything it can to ensure you have a safe pregnancy. We are attentive to your wishes and needs during your pregnancy and for the birth of your child.



The American Hospital of Paris is a not-for-profit multidisciplinary healthcare institution of recognized public benefit, accredited by the American Joint Commission and by the French Haute Autorité de Santé.

Our missions are to offer medical and technological excellence in a welcoming environment combined with optimum comfort and compassion, all of which are essential for a successful patient journey.

Since its founding in 1906, the American Hospital of Paris has striven to fulfill two driving ambitions:

- To bring together the best in French and American medical practices and innovations in a single location in Paris
- To deliver high-quality personalized care while ensuring ethical medical practices and respecting the cultural diversity of our patients

We hope this handbook will answer your main questions. In it you will find information about your stay at the American Hospital of Paris as well as recommendations to ensure a smooth patient experience.

The Maternity Team of the American Hospital of Paris



If you do not speak English or French, our interpreters are available on request in other languages, including Arabic, Japanese and Chinese.

OUR HISTORY

1906

The American Hospital of Paris is founded

1918

The French government recognizes the Hospital as an institution of public benefit

1976

The New York-based American Hospital of Paris Foundation is created

1913

U.S. Congress grants federal status to the American Hospital of Paris

1954

The Joint Commission accredits the Hospital for the first time

2023

Construction of the Hospital's new flagship building is launched

TABLE DES MATIÈRES

OUR HEALTHCARE SERVICES	14
PREPARING YOUR STAY	16
Administrative procedures	16
Hospitalization cost estimate	19
Designated contact person, health care agent and advance directives	21
PREGNANCY CHECK-UPS AND OTHER APPOINTMENTS	24
Check-up calendar	24
For the mother - pregnancy check-ups	26
Future baby: ultrasound consultations	30
PREPARING FOR CHILDBIRTH AND PARENTHOOD	32
Early prenatal interview	32
Childbirth and parenthood sessions	32
Birth plan	33
If you require hospitalization	33
IN THE DELIVERY ROOM	34
Childbirth support	34
Your support person	34
Your maternity bag	35
Skin-to-skin contact	36
Feeding your newborn	36
YOUR POSTNATAL STAY	38
After your delivery	38
Newborn spa therapy and massage	38
Rooms	39
ADDITIONAL INFORMATION	46
Our pain management promise	46
A multidisciplinary team to take care of you	48
Patient commitments regarding care	50
Hospital etiquette	52
Preparing for your discharge	54
Your opinion	56
Your medical record	59
Collection and processing of personal data	60
Appreciation & complaints	62
Hospitalized patient charter	64
Medical excellence, quality and safety of care	66
Prevention of health care associated infections	68
Results of national indicators on quality and safety of care	72



GETTING TO TO THE MATERNITY UNIT



PEDESTRIAN ACCESS

55 boulevard du Château 92 200 Neuilly-sur-Seine

VEHICLE ACCESS, FOR VISITORS ONLY

40 rue Chauveau, 92 200 Neuilly-sur-Seine

Complimentary valet service is available Monday to Friday from 7:00 am to 9:00 pm. Your vehicle will be brought to our parking lot and returned to you when you are ready to leave the Hospital (parking lot fees apply). A porter will carry your bags on request.

Our receptionists are available seven days a week, from 7:00 am to 8:00 pm, to provide directions or order a taxi for you.

PUBLIC TRANSPORT

Bus

Bus **82** (Luxembourg/Hôpital Américain) : American Hospital is the last stop on this line.

Bus **93** (Suresnes-De Gaulle/Invalides), to the stop “Hôpital Américain.”

Bus 43, 163, 164 et 174 : These bus lines are in the vicinity of the Hospital.

Subway

“Pont de Levallois” station (line **3**), followed by a 15-minute walk

“Porte Maillot” station (ligne **1**), then bus 82 to the last stop “Hôpital Américain”

“Pont de Neuilly” station (ligne **1**), then bus 93 to the stop “Hôpital Américain”



FEATURES OF THE MATERNITY

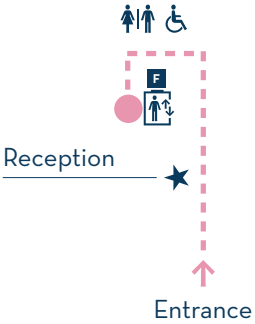
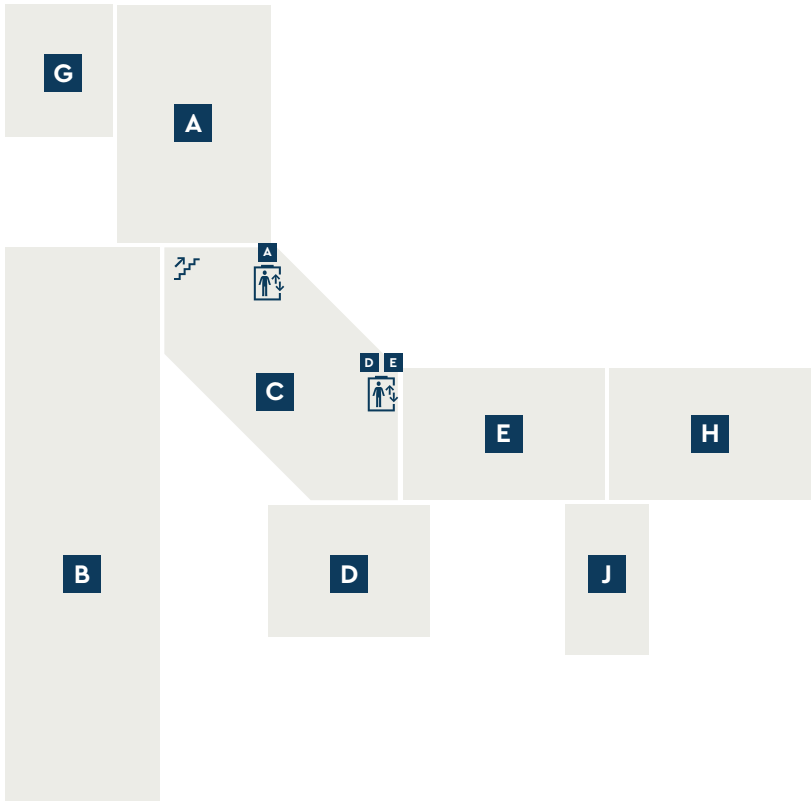
OUR NEWLY RENOVATED MATERNITY IS LOCATED IN BUILDING F, LEVEL 2

IT FEATURES:

- 5** delivery rooms, including two low-intervention rooms (with bathtub, birthing ball, birth sling, etc.)
- 2** two obstetric operating rooms for cesarean sections in addition to the conventional delivery rooms
- 1** unit specialized in women's imaging, with a center of excellence focused on fetal medicine comprising experts in ultrasound, fetal MRI, genetics and pediatric medicine

THE MATERNITY ALSO BENEFITS FROM OTHER TECHNOLOGY AND EQUIPMENT AT THE AMERICAN HOSPITAL OF PARIS, INCLUDING:

- An embolization unit to treat postpartum hemorrhage
- An adult intensive care unit open 24/7
- A comprehensive imaging center performing MRI, CT scans (available 24/7) and mammography
- Multiple consultation rooms equipped with ultrasound systems



Level 2

MATERNITY BUILDING F,
LEVEL 2



OUR HEALTHCARE SERVICES

MATERNEL CARE

Our patient-oriented maternity unit offers routine pregnancy monitoring, but is above all a renowned pioneer in respectful maternity care.

In addition to obstetrics, the American Hospital of Paris provides services in medical and surgical gynecology and reproductive medicine. It also features a women's ultrasound department and a fetal medicine unit.

The Hospital's comprehensive diagnostic and testing infrastructure permits access to a full range of medical and surgical specialties for adults. In

collaboration with the hygiene department, we strictly adhere to recommendations on sanitation and care-related best practices.

The diagnostic and testing infrastructure enables us to treat mothers presenting pathologies or complications during delivery, and includes:

- An adult critical care unit
- A uterine artery embolization unit to treat postpartum hemorrhage
- An on-site blood bank

PEDIATRIC CARE

Our Hospital can safely care for newborns born as early as the 35th week of pregnancy and weighing at least 2000 grams.

In France, maternity units are classified into three categories based on newborns' needs:

- Type I: suitable for most deliveries at 35-37 weeks and above
- Type II: includes a neonatology unit for premature babies delivered at 32-34 weeks and above
- Type III: includes a neonatology unit and a neonatal ICU for premature babies delivered at 24 to 25 weeks and above

Our maternity works closely with the neonatology departments of other local hospitals in the event a transfer is necessary.



PARTNERSHIP WITH UNIVERSITÉ VERSAILLES SAINT-QUENTIN-EN-YVELINES (UVSQ)

As a teaching hospital, the American Hospital of Paris works in partnership with the University of Versailles Saint-Quentin-en-Yvelines. During your stay, you might encounter doctors who are also professors or assistant professors. Alongside other specialists, these doctors contribute to the quality of the cutting-edge care we deliver in compliance with best medical practices.

PREPARING YOUR STAY

ADMINISTRATIVE PROCEDURES

WO CARE PATHWAYS TO CHOOSE FROM

- 1 “Personalized/patient-appointed” care pathway:**

You choose your attending physician, who will monitor you throughout your pregnancy. If decided together beforehand, this doctor will be present during your delivery.

If necessary, an obstetrician-gynecologist is on duty and available 24/7.
- 2 “Team” care pathway:**

Based on your medical history, you may choose to have a midwife or obstetrician-gynecologist from our team monitor you throughout your pregnancy.

The on-duty midwife will care for and monitor you during your labor and delivery. You can choose to have a midwife or an on-duty doctor from our team present for your delivery.

Regardless of the pathway you choose, a multidisciplinary team composed of midwives, obstetrician-gynecologists, anesthesiologists, pediatricians and specialist physicians meets weekly to collaboratively discuss certain situations and determine the most appropriate care strategy.

Our team is available to take care of you, inform you, and answer any questions you or your family may have.



BEFORE YOU ARRIVE



VISIT OUR PATIENT PORTAL

- 1 Create an account on: www.american-hospital.org/patients
- 2 Fill out and sign your administrative documents
- 3 Complete your pre-admission:
 - Read the documents describing the treatments and care you will receive
 - Sign your cost estimate online or with your Patient Advisor
 - Appoint your health care agent
- 4 Access documents concerning your hospitalizations
- 5 Access the results of your medical exams performed at the American Hospital of Paris
- 6 Schedule medical appointments and access information about past and future appointments





DOCUMENTS REQUIRED TO FINALIZE YOUR PRE-ADMISSION

- **ID CARD OR PASSPORT**

For minors who do not have a passport or ID: Livret de famille family record or birth certificate

For international patients: Passport or permanent resident card or national ID card for European Union citizens

- **VALID FRENCH CARTE VITALE OR INTERNATIONAL INSURANCE CARD**

- **PAYMENT METHOD** to settle the amount indicated on your cost estimate (pay by check if you would like to benefit from deferred processing)

CONFIRM YOUR STAY

Following your consultation with your doctor, a hospitalization cost estimate was sent to you, with your consent.

You must confirm that you accept the terms and conditions of this estimate. If you fail to confirm, we will not be able to make the necessary arrangements for your stay with our healthcare teams.



Sign your cost estimate online on the patient portal, or during a meeting with your Patient Advisor.

Phone: +33 1 46 41 27 71

Service open Monday through Friday from 9:00 am to 6:30 pm

Email: patient@ahparis.org

HOSPITALIZATION COST ESTIMATE

CAN PHYSICIAN FEES AND HOSPITALIZATION EXPENSES BE KNOWN IN ADVANCE?

By virtue of its status, the American Hospital of Paris does not function like other private healthcare institutions in France.

1 The American Hospital of Paris does not offer direct payment (tiers payant) of hospital expenses in partnership with Assurance Maladie, the French national health insurance organization. You must pay your hospital expenses before being reimbursed. The Hospital's activities (excluding imaging, lab work, dialysis and outpatient oncology) are non conventionnées, meaning they do not follow the fee schedule established by Assurance Maladie.

2 Most of the doctors at the American Hospital of Paris are private practice physicians who are not employed by the Hospital. This means their fees, though included on your overall bill, are paid separately. During consultations, your doctor is required to tell you the estimate cost of his/her fees, which government-approved fee schedule, if any, will apply, and what portion of said fees will be reimbursed by Assurance Maladie if you benefit from coverage.

To ensure total peace of mind for our patients, in most cases we provide a cost estimate for hospitalization expenses and physician fees prior to your stay.

The estimate is based on information provided by your doctor, including your main diagnosis, any initially planned medical procedures, and the expected duration of your stay. It does not take into account any unforeseen tests, treatments or procedures that might be necessary to ensure you receive the best and most appropriate medical care. Consequently, the estimate may differ from the final bill sent to you after you are discharged.

REIMBURSEMENT EVALUATION

In addition to your hospitalization cost estimate, your Patient Advisor will provide a personalized assessment of the reimbursements you can expect. You will therefore be asked to provide a summary of insurance cover from your supplemental private health insurer.

This evaluation informs you about the reimbursements offered by your supplemental health insurance or other private insurance policy, and provides details on your co-pay.

DEPOSIT

A deposit covering the total amount of your cost estimate must be paid at the latest on the day you are admitted.


If you did not receive a cost estimate, you will be asked to pay two separate deposits of €3,000 each for your hospitalization expenses and physician fees.

Patients who are covered by Assurance Maladie can pay this deposit by check. In most cases, your check will not be processed until after your hospitalization, once you have been reimbursed by Assurance Maladie and by your supplemental private insurer. The amount paid will be deducted from your final hospital bill.

REIMBURSEMENT INFORMATION

If your bill has been finalized, it will be given to you when you leave the Hospital. If certain procedures or tests have not been billed by the time you are discharged, your final invoice will be sent to you by mail within two weeks. It may include tests or procedures that were deemed necessary by your doctor but were not included in the preliminary cost estimate. If necessary, additional payment will be requested to cover these outstanding hospitalization expenses.

In most cases, your expense claim forms will be electronically transferred to your local Assurance Maladie branch, once we have received your payment. However, if Assurance Maladie does not accept electronic transfers from your insurer (this is currently the case for insurers such as LMDE, MGEN, Caisse des étudiants, SMEREP and CFE), the Hospital will send you a paper version of all the necessary forms, which you must send to Assurance Maladie and then to your supplemental private insurer in order to be fully or partly reimbursed for your hospitalization expenses. Once your expense claim forms have been electronically transferred, we will send you a payment receipt, which you can then provide to your supplemental private insurer.

 **Important: You will only receive this receipt once your hospitalization expenses have been paid in full.**



GOOD TO KNOW

Many private insurance policies cover hospitalization and medical expenses incurred at the American Hospital of Paris, including Allianz, Aetna, AFSPA, AIG, AP Companies, AXA, BUPA, CEGA, CIGNA, Geoblue, Henner, International SOS, MSH and NSIA.

If you are not covered by Assurance Maladie in France but have health insurance, please contact us to make sure your policy covers care provided by our Hospital.

ipmi@ahparis.org Phone: + 33 1 46 41 26 33



DESIGNATED CONTACT PERSON, HEALTH CARE AGENT AND ADVANCE DIRECTIVES

To facilitate your stay with us, during the pre-admission process you will be asked to provide the name of a designated contact person and a health care agent. You can appoint a single person, but there are two distinct roles:

DESIGNATED CONTACT PERSON

Your designated contact person is the person our nursing team will contact for any organizational or administrative needs that arise during your stay.

This may include information about your return to your room post-surgery, picking you up at the end of your stay, or your transfer to a different healthcare facility.

Your designated contact person does not have access to your medical data and does not take part in medical decisions.

HEALTH CARE AGENT

Any legal adult may appoint a health care agent, for example a family member, close friend, or primary physician. The health care agent's duties are inscribed in the law. When a patient is unable to express his or her wishes, the nursing and medical teams contact the health care agent. This person can also assist you with administrative procedures or accompany you to your medical appointments in order to help you make decisions, if desired.

If you are no longer able to express your wishes or receive the information necessary to do so, the medical team will consult your health care agent, who will give instructions based on your choices. Your agent is the main contact person for the teams providing your care.

Therefore, you may also give a copy of your advance directives to your health care agent, who will share them with the medical team if necessary. You are not required to appoint a health care agent during the pre-admission process. You may appoint or revoke your health care agent in writing at any time. The authority given to your agent has no expiration date.



ADVANCE DIRECTIVES

If you are unable to express your wishes regarding, for instance, pain management or your end-of-life care, you can write them down in a document called “advance directives.”

Advance directives are valid indefinitely, but can be revoked at any time.



GOOD TO KNOW

You may ask our medical and paramedical teams for help writing your advance directives. We can also give you written guidelines.

It is important that you discuss your advance directives with your doctors. Let them know that you have written advance directives and who has access to them if needed

PREGNANCY CHECK-UPS AND OTHER APPOINTMENTS

CHECK-UP CALENDAR

To ensure your pregnancy goes smoothly, one monthly check-up for you and a total of three fetal ultrasounds are recommended. These check-ups can be performed by a midwife or a gynecologist-obstetrician, depending on the care pathway you choose at the American Hospital of Paris.



MA FILIÈRE: Midwife Team Patient (Dr: _____)

Pregnancy start date: _____

MONTH	GESTATIONAL AGE	APPT. DATE	MOTHER (Appointments)	FUTURE BABY (Ultrasounds)	BLOOD WORK-UP, VACCINATION AND PREVENTION	READINESS
1ST TRIMESTER						
before 3 months	<16 W		Report pregnancy for insurance and family benefits in France	Dating scan	General blood workup	
				First ultrasound between 11 w. + 5 d. and 13 w. + 5 d.		
2ND TRIMESTER						
4 months	16-20 W		Pregnancy check-up			Early prenatal interview
5 months	20-24 W		Pregnancy check-up	Second ultrasound 22-24 w.		
6 months	24-28 W		Pregnancy check-up		<ul style="list-style-type: none"> •Diabetes test •Prevention if negative blood type 	Find private practice midwife (childbirth sessions)
3RD TRIMESTER						
7 months	28-32 W		Pregnancy check-up			Begin writing birth plan
8 months	32-36 W		Pre-Anesthesia Consultation	Third ultrasound 32-34 w.		
			Pregnancy check-up		35 w. maternity leave begins	Pack maternity bag
9 months	36-41 W		Pre-Term Consultation(s)			Contact postpartum midwife
Other possible consultations during or after pregnancy						
			Postnatal consultation	Pediatric consultation		Early postnatal interview

FOR THE MOTHER - PREGNANCY CHECK-UPS

OBSTETRIC CHECK-UPS

The main purpose of these check-ups is to monitor your state of health and verify the following:

- Your weight, blood pressure, urine strip test, etc.
- Fundal height (a manual vaginal exam is not systematically performed)
- Fetal heartbeat
- Lab results
- (blood tests, urinalysis, vaginal specimens) and ultrasounds

Depending on the results, targeted prevention measures, a vaccine booster shot or personalized monitoring may be proposed during your pregnancy to avoid or minimize the risks for you and your unborn child.

These appointments are also an opportunity to discuss different topics with the midwife or obstetrician-gynecologist, such as diet, vaccinations and lifestyle. You can also address other subjects that are important to you.



IMPORTANT

Blood draws can be performed by an external laboratory or at the American Hospital of Paris. Our clinical laboratory applies the regulated fee schedule and is open to all.

Your blood type card must be issued by our Hospital.

LIEUX DE CONSULTATIONS (see p13)

“Personalized/ Patient-appointed” care pathway	OPD, Wing F, Level 1, Offices 29, 30, 31 and 32
“Midwife” care pathway	Wellness Center, Entrance, Level 1
“Physician” care pathway	Fetal Medicine Unit, Wing D, Level 1

PRE-ANESTHESIA CONSULTATION

Whether or not you wish to have an epidural, this consultation is mandatory to ensure maximum safety during your delivery. It can take place starting from the 7th month of pregnancy (around 32 weeks).

In some cases, local or general anesthesia may be necessary during childbirth. This consultation ensures the anesthesia team has your complete medical file if necessary.



IMPORTANT

Remember to bring your lab results and any other important medical reports or imaging results to this appointment

LIEUX DE CONSULTATIONS (voir p13)

Secretary +33 1 46 41 26 91

OPD Office 1 – Wing B - Niveau 1

END-OF-PREGNANCY CONSULTATIONS

FOR MEDICAL REASONS

Toward the end of pregnancy in some cases, it is necessary to increase the frequency of monitoring, which will be performed by a midwife or doctor from the maternity team.

NEAR TERM

Monitoring may be prescribed, possibly combined with an ultrasound, to evaluate fetal vitality and the amount of fluid as the term draws near.

ON THE DUE DATE

If you haven't given birth yet, you will need to go to the maternity for monitoring and an ultrasound exam.

WHERE TO GO FOR YOUR APPOINTMENT (see p13)

Secretary +33 1 46 41 84 88

Maternity Unit - Wing F - Niveau 2

24/7 EMERGENCY CONSULTATIONS

If you experience symptoms during your pregnancy, you may seek medical attention at the emergency department, where a team of obstetricians and midwives are on duty and available 24/7.

WHERE TO GO FOR YOUR APPOINTMENT (see p13)

Before 22 weeks (5 months of pregnancy)

Go to the Medical Surgical Unit (PMC) where the obstetrician-gynecologist on duty will come to examine you 24/7.

PMC - Wing J - Ground Floor
Switchboard: +33 1 46 41 2525

After 22 weeks (5 months of pregnancy)

Go directly to the Maternity Unit

Maternity Unit - Wing F - Niveau 2



GOOD TO KNOW

You can also call the emergency midwife team at +33 1 46 41 23 06 or your attending physician if you present any worrying or abnormal signs.

Depending on your due date and situation, a clinical assessment, laboratory workup, monitoring and/or ultrasound can be performed 24/7.



FUTURE BABY: ULTRASOUND CONSULTATIONS

Three specific ultrasound scans will be prescribed to you during your pregnancy. Although they are performed essentially for medical reasons (to detect malformations), they have a non-medical component as well (visual encounter with your unborn child(ren)).

FIRST TRIMESTER (BETWEEN 11 W. + 5 D. AND 13 W. + 5 D. OF PREGNANCY)

The purpose of this scan is to confirm the number of fetuses and perform a simple examination of the organs (anatomy scan). It is combined with a blood test. The American Hospital of Paris offers a One-Day Test to screen for trisomy 21, with results available in 24 hours. We also offer the One-Day Test combined with testing for cytomegalovirus (CMV) and/or preeclampsia, and possibly your future baby's blood type if the maternal blood is Rh negative.

SECOND TRIMESTER (BETWEEN 22 AND 24 WEEKS)

The main purpose of this ultrasound is to examine the organs in greater detail and look for any malformations.

THIRD TRIMESTER (BETWEEN 32 AND 34 WEEKS)

This ultrasound is mainly performed to verify the proper growth of your future child(ren), as well as examine the organs and detect any malformations.



GOOD TO KNOW

These three scans can be performed at the American Hospital of Paris's Fetal Medicine Unit, or by an external provider.

WHERE TO GO FOR YOUR APPOINTMENT (see p13)

Secretary +33 1 46 41 28 82
Email: centre-diagnostic-prenatal@ahparis.org

Fetal Medicine Unit - Wing
D - Level 1



PREPARING FOR CHILDBIRTH AND PARENTHOOD

EARLY PRENATAL INTERVIEW

An early prenatal interview, or “fourth month interview,” is automatically proposed to all pregnant women and couples.

It is an opportunity for you talk, be heard, and obtain information about your pregnancy, delivery and the arrival of your baby. You can go to this appointment alone or with the co-parent.

CHILDBIRTH AND PARENTHOOD SESSIONS

Eight childbirth sessions are offered by the French national health insurance, to help you be better prepared for childbirth and the postpartum period.

AT THE AMERICAN HOSPITAL OF PARIS

To relieve the aches and discomfort that come with pregnancy, you can also benefit from alternative medicine such as sophrology, osteopathy and acupuncture.

PRIVATE PRACTICE

For your childbirth sessions, it is important to choose a midwife close to your home. She (or someone in her office) will liaise with your healthcare team for your postpartum care.



USEFUL INFORMATION

We offer a range of supportive care options.

**For further information or to make an appointment,
call +33 1 46 41 84 88**

BIRTH PLAN

Your birth plan records your preferences and apprehensions about childbirth and the postpartum period. It can evolve over the course of your pregnancy.

Reviewing your birth plan with a midwife or your attending physician is an opportunity to have your questions answered and to continue developing your plan with their support.

IF YOU REQUIRE HOSPITALIZATION

Some situations may require that you be hospitalized. Our maternity can manage most hospitalizations. However, depending on how your condition evolves and your due date, our team may need to transfer you to a different local maternity, which will take over your care if necessary.



IN THE DELIVERY ROOM

CHILDBIRTH SUPPORT

In the delivery room, our team will welcome you and the midwife will monitor you while you are in labor. You can undergo epidural anesthesia at any time, if desired.

“TEAM” CARE PATHWAY

You decide whether to have a midwife or an on-duty physician deliver your baby.

“PERSONALIZED/PATIENT-APPOINTED” CARE PATHWAY

Your doctor will deliver your baby.

Sometimes during labor or the delivery itself, medical intervention may be necessary, to facilitate delivery or perform a cesarean section. A team is on duty and available 24/7.

YOUR SUPPORT PERSON

Your support person is welcome in the delivery room during the birth, or in the operating room if a cesarean is being performed (except in extremely urgent situations).

Your support person must always be the same person.

Your support person can also stay with you at the maternity. His or her breakfast is included in this service.

Other in-room meals can be ordered through room service (prices are available in the room). Additional options are available at THE GARDEN, a restaurant located at the Hospital entrance.

Vending machines are also located within the Hospital.

YOUR MATERNITY BAG

We suggest you pack your bag in advance, for instance at the end of your 8th month.

FOR YOUR BABY

The day of the birth

- 1 long-sleeved bodysuit (onesie)
- 1 warm long-sleeved pajama
- 1 wool baby cardigan
- 1 pair of socks
- 1 baby bonnet
- 1 sleep sack

For the remainder of your stay

- 8–10 pajamas
- 8–10 bodysuits (onesies)
- 1 or 2 wool baby cardigans
- 2 pairs of socks
- 2 baby bonnets
- 2 sleep sacks
- 1 going-home outfit suitable for the outdoors
- 2 swaddling blankets (120×120cm and 70×70cm)
- 1 rear-facing car seat or 1 stroller with infant insert/bassinet or 1 baby carrier
- 1 night light

FOR YOU

- Sleepwear
- Comfortable clothing
- 2 or 3 nursing bras or 2 or 3 comfortable postpartum bras if you are not breastfeeding
- Toiletries
- Socks / slippers
- 1 pen
- Your ID (and livret de famille family record if you have one)

FOR YOUR SUPPORT PERSON

- Sleepwear and change of clothes if staying overnight
- Toiletries

SKIN-TO-SKIN CONTACT

We help you bond with your newborn by facilitating skin-to-skin contact in the delivery room.



LE DÉCLARATION DE NAISSANCE

After the birth, your midwife will give you two certificates of delivery so you can register the birth at the Neuilly-sur-Seine city hall, where you will receive copies of the birth certificate and your livret de famille family record book.

For further information, please contact the office of birth registration at the Neuilly-sur-Seine city hall at +33 1 40 88 88 29

FEEDING YOUR NEWBORN

The American Hospital of Paris Maternity will support and assist you whether you choose to bottle-feed or breastfeed your baby.



YOUR POSTNATAL STAY

After giving birth, you will be hospitalized in our Maternity Unit located on Level 2. The length of stay varies, but on average it is four days following a vaginal birth and five days for a C-section. A midwife, pediatric nurse and pediatric nurse aide will assist you every day as you adapt to your new role as a parent. Early discharge is possible if arrangements for transitional care have been made in advance, and based on the medical context.

AFTER YOUR DELIVERY

A midwife and pediatric nurse aide are present every day to ensure a smooth postpartum period. The midwife will monitor your medical needs and provide essential recommendations. Your attending physician at the American Hospital of Paris will also monitor your condition.

VISITS

Visits from family members are allowed between 2:00 and 8:00 pm. The co-parent and your children (or your appointed support person) can visit at any time, without restriction.

NURSERY

The nursery is designed to promote safety while supporting you in your new role as parents. You can bathe and change your baby with help and advice from our pediatric nurses and aides. Care will be provided to your newborn in your room or in the nursery. Throughout the day, the co-parent or support person can also assist with various tasks such as bathing, umbilical cord care and diaper-changing. Experienced pediatricians specializing in neonatology are also present every day.



NEWBORN SPA THERAPY AND MASSAGE

At the American Hospital of Paris Maternity, parents can offer their newborn a spa therapy and/or massage session specially developed for babies, if they wish and **depending on the team's availability**

ROOMS

All rooms are climate-controlled and feature a private bathroom, strongbox, telephone and television with close to 30 French and international channels.

Wi-Fi is also available.

You may also request an extra bed in your room.



Meals, snacks and beverages can be ordered via **room service** every day from 8:00 am to 8:00 pm (meal and beverage menus available in room). Menus can be adapted to dietary and faith-based needs.



Towels, hair dryer and **toiletries** are provided.

Support Excellence at Your Hospital and Enjoy Exclusive Advantages

The American Hospital of Paris is a not-for-profit hospital that was recognized as an institution of public benefit in 1918. Our growth and longevity depend solely on the generosity of our donor members.

By joining the 4,000 members of the American Hospital of Paris's Circle of Members, you will help support medical excellence at your Hospital.

Your annual membership dues are a donation that supports our development projects in four priority areas:

- Renovation and construction
- State-of-the-art equipment and technology
- Research and innovation
- Quality of life for patients and healthcare teams

Membership gives you access to many exclusive advantages, such as priority handling of your phone calls and the waiving of our deposit requirement if you are hospitalized, as detailed on the opposite page.

You can credit **60%** of your membership dues against your French corporate tax bill, **66%** against your French income tax bill or **75%** against your IFI wealth tax on real estate assets.



The teams at the American Hospital of Paris saved the life of one of my loved ones, and I'll be forever grateful to them.

That's why I chose to support this institution, which continues to take care of me and the people I love.

Sylvie S., Donor Member since 2003.

Thank you for your generosity

Choose your membership category with exclusive advantages



Membership dues	€250
Minimum tax credit	€165
Actual cost	€85

- Personal membership card with your patient ID number
- Directory of physicians
- Preferential access to an ambulance service

- Election of the Board of Governors
- Waiving of deposit requirement if you are hospitalized
- Access to an exclusive private health insurance
- Hot-off-the-press Hospital news



Membership dues	€700
Minimum tax credit	€462
Actual cost	€238

You benefit from all of the advantages mentioned above, plus:

- Priority handling of your phone calls
- Five hours of free parking



Membership dues	€1,000
Minimum tax credit	€660
Actual cost	€340

You benefit from all of the advantages mentioned above, plus:

- Personalized evaluation of your insurance cover
- Ten hours of free parking



Membership dues	€3,000
Minimum tax credit	€1,980
Actual cost	€1,020

You benefit from all of the advantages mentioned above, plus:

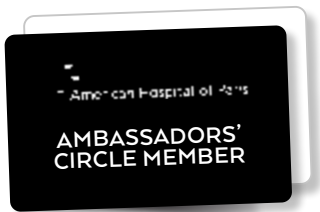
- Complimentary additional membership card
- 20 hours of free parking



Membership dues	€5,000
Minimum tax credit	€3,300
Coût réel	€1,700

You benefit from all of the advantages mentioned above, plus:

- Private visit of the Hospital's cutting-edge units
- Your name listed in our annual report
- 30 hours of free parking



Membership dues	€10,000
Minimum tax credit	€6,600
Actual cost	€3,400

You belong to our institution's Benefactors' Circle. In addition to the above-mentioned advantages, you also benefit from:

- A single, dedicated contact person
- Invitations to exclusive events
- Unlimited free parking

MAKE THE MOST OF YOUR TAX ADVANTAGES

Your membership dues are a donation that can be credited against one of your tax bills:

- 75% of dues credited against your French IFI wealth tax on real estate assets
- 66% of dues credited against your French income tax
- 60% of dues credited against your French corporate tax

Your membership dues entitle you to a one-year membership, renewable on the anniversary date

ANNUAL MEMBERSHIP FORM

YES, I would like to become a Donor Member of the American Hospital of Paris

► Mr. Ms. Others:

Last name: _____

First name: _____

Date of birth: (dd/mm/yyyy) _____

If you represent a company, enter its name and SIREN number: _____

Address: _____

Postal code: _____ City: _____

Country: _____ Phone: _____

Email: _____

- Silver Supporting Member €250 x no. of persons = _____ €
- Gold Supporting Member €700 x no. of persons = _____ €
- Circle of Friends Member €1,000 x no. of persons = _____ €
- Inner Circle Member* €3,000
- Benefactors' Circle Member* €5,000
- Ambassadors' Circle Member* €10,000

*Dès la catégorie Inner Circle, une 2^e carte nominative est offerte à une personne de votre choix

■ Starting with the Inner Circle category, a second, complimentary personal membership card will be given to the person of your choice

► **I would like to pay the following amount** _____ **€ by:**

Check made out to the American Hospital of Paris

Bank card No. _____

Card expiration date: _____

3-digit security code on back of card: _____

or 4-digit security code on the front of your American Express card: _____

Bank transfer

IBAN: FR76 30003 03877 00250714240 27

Please indicate your first and last name and the reference "membership dues" and return this form to us.

Date : _____ **Signature :** _____

**Please return this form, along with your payment,
to the following address:**

Hôpital Américain de Paris – Bureau des Donateurs
63, Boulevard Victor Hugo – 92200 Neuilly-Sur-Seine





THE CIRCLE OF MEMBERS OF THE AMERICAN HOSPITAL OF PARIS

To learn more:

By phone:

01 46 41 27 97

By email:

relations.bienfaiteurs@ahparis.org



Make a donation



The American Hospital of Paris received the “Don en Confiance” seal of approval in 2023. Don en Confiance is a French watchdog and certification organization for nonprofits and foundations that receive donations from the general public.

The American Hospital of Paris does not publish, sell or share data about its Donor Members. To exercise your right of access, amendment and erasure, your right to restrict and/or object to processing, and your right to data portability, write to DPO@ahparis.org. We need your contact information to process your donation, send your tax receipt and keep you informed about your Hospital.



WITH GRATITUDE

ADDITIONAL INFORMATION

OUR PAIN MANAGEMENT PROMISE

Preventing and treating pain is a top priority for our medical and nursing teams. Our Hospital has a very active Pain Prevention Committee comprising professionals from a wide array of disciplines. This committee coordinates training and professional practice audits. It also issues recommendations for optimal pain management. We take all the necessary measures to anticipate any pain that might be caused by your treatments in order to provide fast pain relief. Your participation is crucial, as it helps us locate and evaluate your pain before taking the necessary steps to prevent and relieve it.

RECOGNIZING PAIN

There are several types of pain:

- Acute pain (e.g. post-surgery, trauma): the cause must be identified and the pain treated
- Pain caused by certain procedures or tests (e.g. dressings, insertion of a catheter or IV): this type of pain can be prevented.

Chronic pain (e.g. migraines, back pain): this type of pain is persistent; it is a pathology in and of itself whose cause is known. It is therefore important to treat the pain and anything that worsens it.

EVALUATING PAIN

Because every patient is unique and reacts differently to pain, its intensity must be measured to ensure effective relief.

Several pain evaluation scales are available, allowing us to use the one that best corresponds to your situation.

The intensity of your pain must be measured several times to help us determine the analgesic treatment that is right for you.

This pain evaluation is recorded in your patient file and is one of the indicators used to assess the quality of the care you received in our Hospital.

Section L. 1110-5 of the French Public Health Code: All persons, given their state of health and the urgency of any interventions that may be required, have the right to receive, regardless of their location, the most appropriate treatments and care. They also have the right to benefit from therapies whose efficacy is recognized and that guarantee the highest level of safety and the most effective relief from pain, in view of proven medical knowledge.

Section L. 1112-4 of the French Public Health Code: Private health care institutions implement the necessary means to manage the pain of each patient under their care and to provide any palliative care required by the patient's condition, regardless of the care unit and structure in which the patient is being treated.

PREVENTING AND RELIEVING PAIN

We will help you by answering your questions and explaining in detail the care you are going to receive. We will record the intensity of your pain in your patient file and use the solutions most appropriate to your situation to prevent and relieve your pain, including analgesics and drug-free methods).

A MULTIDISCIPLINARY TEAM TO TAKE CARE OF YOU



HOW DO I IDENTIFY MY HEALTHCARE PROVIDERS?

All staff and doctors at the American Hospital of Paris must at all times wear an ID badge, positioned above the waist, indicating their name and job title.

ATTENDING PHYSICIAN

Throughout your stay, you will remain under the responsibility of a senior attending physician in charge of your hospitalization. He or she coordinates your stay, oversees your treatment and, if necessary and with your consent, may call on one or more colleagues for additional support. You can contact your attending physician or his or her secretary to find out when he or she is available to meet with family members.

MULTIDISCIPLINARY TEAM

Our caregiving staff is composed of nurses and pediatric nurses (white uniforms), nurse aides (light blue and white uniforms), midwives (pink uniforms) and patient transporters (white uniforms).

Under the supervision of a head nurse on every floor where patients are hospitalized, they perform most of the tasks required to meet your everyday care needs. They are also available to inform you, answer questions relating to your treatment, and provide moral support.

SOCIAL WORKERS

Our social workers are available to help you arrange for care after your discharge, either at your home or in a convalescence or rehabilitation center.

Phone: **+33 1 46 41 26 29**

PSYCHOTHERAPISTS

Our psychotherapists are available to help you and your loved ones cope with your illness and its impact on your lives.

If you would like to meet with one of our psychotherapists, please tell a nursing team member, who will arrange for an appointment.

PHYSIOTHERAPISTS

If necessary, your doctor may order rehabilitation and/or physiotherapy sessions for you.

DIETICIANS

Our dieticians are in charge of planning balanced meals that are compatible with your state of health. Patients and medical teams can also call on them for support.

DIETICIANS

- **Secretaries:** they organize your hospitalization, schedule appointments and liaise with your doctor.

- **Administrative staff:** they assist you in completing all necessary paperwork, from pre-admission to discharge.

- **Housekeeping staff:** they ensure the hygiene and cleanliness of your environment.

- **Catering team:** they are in charge of meals and dining services for you and your loved ones.

- **Radiologic technologists:** they conduct any radiology and nuclear medicine imaging tests that may be necessary during your stay.

- **Lab technicians:** they perform any laboratory tests that may be necessary during your stay.

- American Hospital of Paris Volunteers

Two volunteer organizations – The American Hospital of Paris Volunteers Association and VMEH-92 – welcome and assist you in the Hospital and visit patients at their bedside. If you would like to learn more about our volunteer programs or become a volunteer, please contact: benevolat@ahparis.org





- Religious representatives

If you would like a religious representative to visit you during your stay, please inform a nursing team member.

PATIENT COMMITMENTS REGARDING CARE

The doctors and teams at the American Hospital of Paris are committed to providing respectful, attentive care to you throughout their stay. As a patient, you have an essential role to play in your medical care. Through your active participation and the trust you place in your healthcare team, you contribute to the success of your hospital stay.

CONTRIBUTE TO THE POSITIVE OUTCOME OF YOUR HOSPITALIZATION

-  Take an active role to ensure the safety of your care, for example by giving feedback throughout your stay and asking questions to better understand the care you receive. If you or a family member notice an adverse or abnormal event that could impact your care, please inform the on-site teams immediately. You can also report an adverse event on the national healthcare vigilance portal: <https://signalement.social-sante.gouv.fr/>
-  Provide complete information to your physician and nurses about your illnesses, treatments and previous hospitalizations, and inform them about any changes in your state of health. Carefully follow their instructions and recommendations, and don't hesitate to ask questions as needed.
-  If desired, due to your condition or level of fatigue, you may bring a support person along, especially for key medical appointments. You may also ask this person to be your health care agent.
-  Communicate openly with your doctor. If you disagree with the proposed treatment, you will be asked to sign a "refusal of treatment form," or a "discharge against medical advice form" if you decide to leave the hospital earlier than planned. Follow your doctor's instructions after your discharge with regard to treatments, nursing care and follow-up consultations and tests.



IDENTITY VERIFICATION / NATIONAL eHEALTH ID (INS)

In France, all health-related data must contain the patient's National eHealth ID (INS in French). This unique and permanent identifier was introduced on January 1st, 2021, in order to:

- Reduce errors in patient identification throughout all stages of care
- Assign a trustworthy ID that facilitates the sharing of personal health-related data
- Contribute to the quality and safety of care
- Accelerate the availability of digital data-sharing solutions in the healthcare sector

“You are unique”

At every step of your care, your healthcare providers at the AHP will ask you to state your last name at birth, first name and date of birth. You can reinforce this vigilance by verifying all labels and documents that concern you, and by spelling out your last and first names.



HOSPITAL ETIQUETTE

All are welcome at the American Hospital of Paris. To ensure that each patient benefits from the most comfortable hospital stay possible, please respect the following guidelines:



MUTUAL RESPECT

We owe information, respect and compassionate care to each patient. Likewise, we ask that you show respect to all of the professionals providing care and support to you throughout your stay.



SMOKE-FREE HOSPITAL

Smoking and vaping are prohibited in the rooms and on hospital premises, except in the designated smoking area.

TIPS



Patients and their families must not give money in any shape or form to hospital workers. If you would like to support the American Hospital of Paris, you can contact our Development Office to make a grateful patient gift.

APPROPRIATE CLOTHING



Appropriate clothing is required outside patient rooms and while moving about within the Hospital.

PHOTOS



Filming, recording and taking pictures of Hospital staff and other patients are strictly prohibited.

FACE MASKS



To protect you and your loved ones, our nursing teams may ask you to wear a face mask. Thank you for your cooperation.

RESPECT HOSPITAL STAFF AND PHYSICIANS

The American Hospital of Paris welcomes all patients with no discrimination whatsoever and guarantees a perfectly neutral environment. In this same spirit, management expects everyone, including patients, to treat Hospital staff and doctors with courtesy and respect.

- Any **discriminatory comments, attitudes or actions** may result in being banned from the Hospital and may lead to criminal sanctions (Section 225-1 et seq. of the French Penal Code).
- Hospital management also ensures strict compliance with **image privacy rights** and reminds you that filming, recording and taking pictures of any person without their consent is prohibited (Section 9 of the French Civil Code).

In the event of a serious incident, hospital management, in agreement with the medical staff, reserves the right to take the necessary measures to stop any inappropriate behavior (Section R 1112-47 and 49 of the French Public Health Code), or even to press charges if the law is violated. In some circumstances, the Hospital may decide to permanently deny treatment to a patient.



PREPARING FOR YOUR DISCHARGE

Maternity discharges take place in the morning before 12:00 noon. A midwife or your physician from the American Hospital of Paris will examine you and fill out your prescriptions.

POSTNATAL CONSULTATION

The postnatal consultation must take place within six to eight weeks following the birth. It can be performed by your attending physician or a midwife. You may be given a prescription for pelvic floor and abdominal physiotherapy.

Early postnatal interview: An early postnatal interview will be proposed four to eight weeks after the birth of your child. The purpose of this interview is to evaluate your needs in terms of support or simply discuss parenthood and the postpartum period. A second interview may be proposed between the tenth and fourteenth week if necessary.

PEDIATRIC CONSULTATION

We perform check-ups on healthy children and treat the main childhood diseases. Appointments are available Monday to Friday from 9:00 am to 7:00 pm. On weekends, a pediatrician is on call and can see children by appointment.

Several pediatric specialists are on site during the day. Our team is made up of:

8 pediatricians

3 orthopedists

2 surgeons

1 cardiologist

2 pediatric pulmonologists

1 pediatric dermatologist

WHERE TO GO FOR YOUR APPOINTMENT (see p13)

Secretary +33 1 46 41 27 67

External consultations, Wing J - Ground floor



IMPORTANT

In case of emergency, dial 15 in France

FOR FURTHER INFORMATION ABOUT THE MATERNITY

Flash this QR code:



YOUR OPINION

As France's No. 1 health care establishment in terms of patient satisfaction* since 2017, listening to what you have to say is a top priority for the American Hospital of Paris.

Your feedback on the quality of the welcome and care you receive plays an important role in our continuous improvement. You will therefore be asked to fill out:

- The in-house satisfaction survey that will be sent to you by email the day after you are discharged
- The e-Satis survey conducted by the Haute Autorité de Santé, which will be sent to you by email at least 15 days after your discharge



E-SATIS SURVEY

The e-Satis survey by the Haute **Autorité de Santé (HAS)** is an online questionnaire that is sent only to patients who gave their consent when they were admitted to the Hospital. It is a national survey that concerns all health care institutions in France.

After your discharge, if you accepted to participate, you will receive a link by email so you can share your feedback on various aspects of your stay, including your welcome, treatment and the overall coordination of your care. Your answers, which will remain anonymous, help us continually improve the quality of the care and service provided by our Hospital.

Detailed results of this survey are available on the HAS website:

www.has-sante.fr > **Qualiscope section**

*Among the public and private institutions offering medical, surgical and obstetric health care services; data collected from 2017 to 2022 on all patients hospitalized for more than 48 hours at the American Hospital of Paris and who completed a questionnaire conducted by the French Haute Autorité de Santé. <http://www.has-sante.fr/QualiScope>





YOUR MEDICAL RECORD

HOW DO I ACCESS MY MEDICAL RECORD ON FILE AT THE HOSPITAL?

During your stay, all information about your treatment is recorded in your medical record.

You may make a request to your doctor to see your medical record during your hospital stay.

Following your hospitalization, you may request a partial or full copy of your medical record. To do so, send a written, signed request to our medical records department with a copy of your ID.

The copy of your record will be sent to you or, if requested, to the physician(s) of your choice.

To facilitate your request, a form is available on our website.

Go to <https://www.american-hospital.org/contact> or flash this QR code:



Documents issued in the past five years will be provided to you within eight days. Records whose most recent document was issued more than five years ago will be provided within two months.

HOW LONG IS MY RECORD KEPT ON FILE?

Hospitalization records are archived for 20 years following your last stay (ten years in the event of death); only copies will be provided.

COLLECTION AND PROCESSING OF PERSONAL DATA

GENERAL DATA PROTECTION REGULATION (GDPR)

The French Data Protection Act of January 6, 1978 and the General Data Protection Regulation (GDPR) define personal data as “any data pertaining to a natural person who has been or can be identified”, i.e. an individual who can be directly or indirectly identified. This data may include your name, insurance registration number, phone number, photograph, date of birth and/or place of residence.

The American Hospital of Paris collects and processes your data for purposes relating to medical diagnosis, medical care, administrative requirements, the management of healthcare systems and services, and possibly for statistical, research or communication needs. When it does so, it must inform you as to when and why your data is being processed.

The providers involved in your care at the American Hospital of Paris have access to this data.

Subject to legal provisions, some of your data may be shared with authorized third parties. In accordance with French legislation on personal data protection, you have the right to access, amend and/or erase your personal data; the right to restrict and/or object to its processing; and the right to data portability. Your personal data is stored for a limited period which is stipulated in the applicable legislation based on the reason said data was collected. In addition, you can define directives about how your data may be shared following your death.

For further information on the processing of your data, please contact the Data Protection Officer of the American Hospital of Paris:



By email:
dpo@ahparis.org



By email:
Hôpital Américain de Paris DPO
63, boulevard Victor Hugo 92200 Neuilly-sur-Seine



If, after contacting us, you feel that your rights are not respected, you can submit a complaint to the Commission Nationale de l'Informatique et des Libertés (CNIL), France's national commission for information technology and civil liberties.

The American Hospital of Paris takes all of the necessary security measures to protect your personal data. Your data will never be transferred, leased or traded, and is used only for the purpose to which you agreed.



GOOD TO KNOW



The electronic medical record (Dossier Médical Partagé, DMP) in “Mon Espace santé” (a personal space where you can manage your health care data) is a digital record of all of your medical information, such as treatments, exams and allergies. This record, introduced in 2022, makes it easier for healthcare providers to safely share your medical data.

Our Hospital is currently working to add documents to your DMP, such as your discharge summary and operative reports. During your hospital stay, a doctor might ask for your consent to access your DMP, in order to better coordinate your care. You remain in control of who can access your data.

For further information: <https://www.monespacesante.fr/>

APPRECIATION & COMPLAINTS

You can express your satisfaction or dissatisfaction regarding your care:



- Preferably by speaking with the head of the unit in which you are hospitalized and/or with your doctor.

If you are not satisfied following this first step, you may:



- Contact the Patient Relations team by email: **relations.patients@ahparis.org** or by phone: **+33 1 46 41 84 98**
- Contact the Hospital's Patient Committee or our Patient Representatives (**see opposite**)
- Write to the hospital's Chief Executive Officer:
**Monsieur le Directeur général - Hôpital Américain de Paris 63,
boulevard Victor Hugo 92 200 Neuilly-sur-Seine**



GRATEFUL PATIENT GIFT RECONNAISSANCE

If you are satisfied with the care you received, you can express your gratitude through a donation in honor of an individual care provider or paramedical team who took care of you. 100% of your donation will be used to enhance our teams' quality of life at the workplace. To learn more about grateful patient gifts, contact our Development Office.



PATIENT COMMITTEE

The Patient Committee's role is to ensure that patient rights are respected, facilitate the complaint process, and help improve the quality of service and care patients receive.

It is composed of the following members:

- Four mediators who may be called on if necessary
- Four volunteer patient representatives who are available to assist patients with the mediation process.

Learn more about this committee on our website:

<https://www.american-hospital.org/en/page/patients-committee>

or flash this QR code:





HOSPITALIZED PATIENT CHARTER

The Hospitalized Patient Charter, defined by a French memorandum dated March 2, 2006, aims to inform all patients admitted to a health care institution of their rights.

1. **All persons are free to choose the health care institution where they seek medical care**, within the limits of each institution's possibilities. The French public hospital network is open to all, in particular to the most impoverished persons and, in the event of an emergency, to persons without health insurance cover. It is adapted to persons with disabilities.
2. **Health care institutions must guarantee the quality of the service, treatments and medical care they deliver.** They must strive to relieve pain and ensure all patients are treated with dignity, particularly at the end of life.
3. **The information given to patients must be accessible and reliable.** Hospitalized patients can take part in choosing their medical treatments. They can be assisted by the health care agent of their choice.
4. **A medical procedure can only be performed with the patient's free and informed consent.** The patient has the right to refuse all treatment. Any adult can express his or her wishes regarding end of life in advance directives.

5. **Specific consent is** needed for patients participating in biomedical research, for the donation and use of body parts and human-derived substances, and for screening procedures.
6. **A patient who is asked to participate in biomedical research must be informed** of the expected benefits and the foreseeable risks. His or her consent must be given in writing. Refusal to participate will not impact the quality of care he or she receives.
7. Unless otherwise specified by the law, **hospitalized patients can leave the hospital at any time after having been informed of any risks this would incur.**
8. **Hospitalized patients must be treated with consideration.** Their beliefs must be respected. They must be ensured privacy and a peaceful, quiet atmosphere.
9. **All patients are guaranteed privacy** with respect to their personal life and all administrative, medical and social data concerning them.
10. **Hospitalized patients (or their legal representatives) benefit from direct access to data concerning their health.** Under certain conditions, in the event of death, their beneficiaries benefit from the same right.
11. **Hospitalized patients can provide feedback on the care and quality of service provided.** In every healthcare institution, a committee dedicated to patient relations and the quality of care ensures that patient rights are respected. All patients have the right to voice their grievances to a manager of the institution and request compensation for any harm they have been caused, through an amicable dispute settlement procedure and/or before the courts.

The complete Hospitalized Patient Charter is available in French at: www.sante.gouv.fr. To request a complimentary copy of the charter, please call the Hospital's admissions office: +33 1 46 41 27 27.



GOOD TO KNOW

Additional patient charters:

- European Charter of the Rights of Children in Hospital
 - Caring for People with Disabilities: Romain Jacob Charter
- You can find them at the reception desk of each department.

MEDICAL EXCELLENCE, QUALITY AND SAFETY OF CARE

True to our missions and history, the American Hospital of Paris gives highest priority to the safety and quality of the care we deliver while complying with stringent standards.

IN-HOUSE PHYSICIAN CREDENTIALING

The American Hospital of Paris has approximately 350 bilingual private practice physicians in all major medical and surgical disciplines.

These doctors are granted authorization to work at the American Hospital of Paris following a rigorous in-house selection process guaranteeing their level of competency and experience.

Each doctor must comply with strict quality standards and undergoes continuous assessment, formalized every two years by a credentialing process. This very demanding process is used to define each doctor's fields of practice through the assignment of specific duties.

More than 150 accredited physicians

also contribute to the hospital's outpatient consultation activity. This allows them to treat their patients in a hospital setting with preferential access to a complete cutting-edge diagnostic and testing infrastructure.

SECURITY OF PATIENTS AND PROPERTY

Qualified security agents are present 24 hours a day to keep you safe. If necessary, you may address the topic with your healthcare providers, who will call on them as needed.

ACCREDITATION AND CERTIFICATION

The history of the American Hospital of Paris is intimately linked to its accreditation by The Joint Commission, which requires that all accredited organizations have a strong safety culture.

Since 1954, the American Hospital of Paris has undergone regular voluntary audits by The Joint Commission. We are the only civilian hospital in the world outside the United States to have earned Joint Commission accreditation.

Like all other healthcare institutions in France, the American Hospital of Paris is also certified by the Haute Autorité de Santé, the French national authority for health. In December 2019, we attained Level A certification, the highest granted by the HAS.



PREVENTION OF HEALTH CARE ASSOCIATED INFECTIONS



WHAT IS A HEALTH CARE-ASSOCIATED INFECTION?

An infection is considered “health care-associated” if it occurs while a patient is receiving care, or shortly thereafter, and if the infection was not present or in its incubation period at the time said care was administered.

A health care-associated infection is said to be «hospital-acquired” if it is contracted in a hospital.

The American Hospital of Paris has a Committee Against Health Care-Associated Infections (CLIN) that was created more than 30 years ago. It also has a team dedicated to infection prevention (EPRI).

Together they actively enforce priorities such as:

- **Hand hygiene**
- **Surveillance of drug-resistant bacteria** and health care-associated infections
- **Vaccination awareness-building**
- **Evaluation of professional practices** to fight infectious risks
- **Regular training sessions** for healthcare providers

Hospital teams follow strict rules in order to mitigate risks. They must:

- Disinfect their hands using an alcohol-based hand sanitizer before and after administering care
- Wear a face mask in the event of a viral epidemic
- Wear gloves when in contact with blood or any other human-derived material
- Cleanse and disinfect all material and surfaces after each use and between patients



Additional preventive measures may be implemented during your hospital stay. Depending on your condition, such precautionary measures might be designed to protect you, your visitors and your healthcare providers, as well as other patients, particularly the most vulnerable. You will be informed if and when these measures are implemented. Notification will be posted on the door of your room to remind you, staff, and visitors of the rules to be followed.

The nursing team is available to answer any questions you may have.

YOUR PARTICIPATION IS VITAL!

You and your loved ones can contribute to prevention through the following vital actions:

- Rub hands with an alcohol-based hand sanitizer:
 - Before meals, and upon entering and leaving the room
 - If dirty, and after using the restroom, wash hands with soap
- Wear clean clothes and practice good personal hygiene
- In the presence of others, wear a surgical mask if you have a cough and in the event of a viral epidemic
- Postpone a loved one's visit if they have a respiratory infection or any other communicable disease, and limit visits in the event of an epidemic
- Do not touch:
 - Medical material (catheters, intravenous infusions, tubes, drains, etc.)
 - Wounds/scars
 - Bandages
- Follow instructions displayed on posters or given by healthcare providers (for instance: before a surgical procedure, shave the surgical site and take a shower)
- Do not store perishables in your room, such as fruit or dairy products
- Inform your visitors that potted plants are prohibited, and ask that they limit fresh and artificial flowers. The latter are prohibited in units with immunocompromised or vulnerable patients.
- Ask your visitors to avoid sitting on your bed and using the toilet in your room
- Inform your healthcare providers if you suspect an infection-related event linked to your care
- When permitted by your state of health, remember to get your vaccine booster shots (flu, Covid, pneumococcal). Don't hesitate to ask your doctor for further information.



RESULTS OF NATIONAL INDICATORS ON QUALITY AND SAFETY OF CARE



Certification Level: A

Certification date: Dec. 10, 2019

PATIENT EXPERIENCE AND SATISFACTION

MEDICINE, SURGERY, OBSTETRICS

Overall score given by patients	→ 78/100
Welcome	78/100
Care provided by nurses / nurse aides	83/100
Care provided by doctors / surgeons / midwives	84/100
Room	85/100
Meals	75/100
Discharge	66/100

OUTPATIENT SURGERY

Overall score given by patients	→ 81/100
Prior to hospitalization	80/100
Quality of welcome the day of admission	82/100
Patient care	88/100
Room and meals / snack	83/100
Discharge and return home	75/100

For further information, please visit Qualiscope:

https://www.has-sante.fr/jcms/3291_FicheEtablissement/fr/hopital-american

CLINICAL CARE

MEDICINE, SURGERY, OBSTETRICS

Pain management	→ 88%
Antibiotic therapy prescribed for 7 days or less for lower respiratory tract infection	58%
Stroke – Diagnostic brain imaging	94%
Planning of post-stroke care	4%
Thromboembolic events following total hip replacement <i>Outcome similar to or potentially better than expected</i>	✓
Thromboembolic events following total knee replacement <i>Outcome less positive than expected</i>	✗

OUTPATIENT SURGERY

Readmissions one to three days after surgery to treat kidney stones <i>Outcome similar to or potentially better than expected</i>	✓
Readmissions one to three days after cholecystectomy <i>Outcome similar to or potentially better than expected</i>	✓
Readmissions one to three days after surgery to treat a condition without lithiasis <i>Outcome similar to or potentially better than expected</i>	✓
Readmissions one to three days after tonsil surgery <i>Outcome similar to or potentially better than expected</i>	✓

COORDINATION OF CARE

MEDICINE, SURGERY, OBSTETRICS

Quality of the discharge summary	→ 60/100
----------------------------------	----------

OUTPATIENT SURGERY

Quality of the discharge summary	↘ 28/100
----------------------------------	----------

PREVENTION OF HEALTH CARE-ASSOCIATED INFECTIONS

Use of hand sanitizer	↘ 90%
Operative site infections following total hip replacement <i>Outcome similar to or potentially better than expected</i>	✓

Support the American Hospital of Paris Maternity Unit

Visit our website:

www.american-hospital.org/nous-soutenir

or flash this QR code:



American Hospital of Paris
NON PROFIT ORGANIZATION