



Aider la vie!

**INSTITUT  
BERGONIÉ**

Centre Régional de lutte Contre le  
Cancer de Bordeaux et du Sud-Ouest



# ➤ Institut Bergonié



**GENERAL INFORMATION**

Inserm U916 VINC

**UNICANCER**



GROUP MEMBER





## > History

**Jean Alban Bergonié** (1857-1925)

Professor of medical physics at the University, pioneer of radiobiology and radiotherapy, and whose study was to bring him “glory but also death”, Jean Bergonié was one of the founding fathers of the multidisciplinary

centres against cancer. Before he died on January 2<sup>nd</sup>, 1925, Jean Bergonié managed to prepare the plans for the Centre which now bears his name, and to see the foundation stone laid on December 14<sup>th</sup>, 1924.

## > Projects



### **ONGOING MODERNISATION OF INSTITUT BERGONIÉ:**

This modernisation of Institut Bergonié that has taken place during the last past years will be ongoing this year with the creation of a new surgical centre in the new “Tribondeau-Argonne” building

as the main project of the governing architectural design scheduled for 2011-2015. As a result coordinated projects of demolition and construction of modular structures will take place.

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## > Summary

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This booklet will be completed by other specific papers presenting information related to the hospitalisation, consultations, out patient hospital services, supportive care, the announcement plan, the social service, and the clinical psychology unit...

**You will receive these documents throughout your care.**

**Do not hesitate to ask for them.**

# ➤ Foreword from the Director-General



*Ladies and Gentlemen,*

*Thank you for choosing the Institut Bergonié. We will do our best to offer you the highest quality care. Institut Bergonié is the Regional Comprehensive Cancer Centre (CLCC) for Bordeaux and the South West area. With the Bordeaux University Hospital Centre, it forms the Regional Hub of cancer treatment. It is associated by convention with the University Bordeaux Segalen (Bordeaux's Medical School). In France there are 20 regional comprehensive cancer centres whose missions are treatment, teaching, and research. All these centres are private not for profit institutions involved in the hospital public service. This booklet briefly presents the healthcare and scientific team, the available services and the Institut location, along with some organisation features which you should find useful. We invite you to read it carefully and give us your feedback for improvements. We sincerely hope that you will be satisfied with the treatments and services you receive here.*

*Professor Josy REIFFERS  
Director-General*



## > The Institut Bergonié

The Institut Bergonié, a private, not for profit institution, involved in the hospital public service, ensures a triple mission of treatment, research, and teaching for the five million inhabitants of the Aquitaine region and the five immediately surrounding departments.

It is associated by convention with the University Bordeaux Segalen and with the University Regional Hospital Centre.

As a referral institution, the Institut guarantees the best possible care and access to permanent progress in cancer treatment, for the whole greater South West population.

The Institut Bergonié makes part of the South-West hub of cancer treatment which is one of the seven hub identified by the National Cancer Institut as national. In an inter-regional and pluridisciplinary approach, the hub of cancer treatment aimed to mobilize against cancer more than 400 research teams and clinicians, on a whole territory : Aquitaine in Bordeaux, Limousin in Limoges, Languedoc-Roussillon in Montpellier and Nîmes and Midi-Pyrénées in Toulouse.

Its main vocations are screening and prevention, diagnosis, treatment and continuing monitoring of results and research on the origins, prophylactic treatment and therapies.

Since 1992, several five-year schemes of work are regularly submitted and accepted by its trusteeship.

The Institut Bergonié has been certified in September, 2006 by the French National authority for Health (Haute Autorité de Santé).



In 2010, Comprehensive Cancer Centres created the UNICANCER group which aims to develop their organisational design in oncology, to make them stand out on national and international levels, and to offer them a critical mass.

As the cornerstone of this group, the UNICANCER medical scientific project (PMS UNICANCER) sets up strategic orientations that are common to all Comprehensive Cancer Centres.



## ➤ Medical team

The medical and scientific team of the Institut Bergonié consists of researchers and medical doctors from various specialities. Most of the practitioners are full-time employees, although a few specialists and consultants are part-time employees.

In the scope of their activity at the Institut Bergonié, every practitioner statutorily renounces their right to private practice: thus there is no private practice in our institution or extra fees.

Whoever the practitioner in charge of your care at the Institut Bergonié is, your medical condition is subject, as required, to a case-review discussion in multidisciplinary meetings (RCP) gathering various specialists: it ensures the pertinence of the examinations or treatments suggestions given. The attending physician receives reports and opinions on your case.

*Here is the list of the **permanent practitioners** in charge of healthcare according to their specialties. This team is strengthened by **temporary practitioners**: young medical doctor who are studying towards their specialty subject. The research teams are also listed.*

### **ANAESTHESIA-REANIMATION-PAIN**

#### **Dr. Dominique MONNIN**

Dr. Claude-Charles BALICK-WEBER  
Dr. Sylvie COLOMBANI  
Dr. Sophie DELESALLE  
Dr. Florence DIXMÉRIAS  
Dr. Jean-Pierre GÉKIERE  
Dr. Youssef KABBANI  
Dr. Fabrice LAKDJA

### **SURGERY**

#### **Pr. Serge ÉVRARD**

Dr. Antoine AVRIL  
Pr. Emmanuel BUSSIÈRES  
Dr. Xavier CARRAT  
Dr. Lise DAHAN  
Dr. Marion FOURNIER  
Dr. Richard GASTON  
Dr. Frédéric GUYON  
Dr. Jean-Luc HOEPFFNER  
Dr. Myriam ROBERT  
Dr. Aurélien ROUSVOAL  
Dr. Eberhard STÖCKLE  
Dr. Christine TUNON de LARA

### **MEDICAL IMAGING**

#### **Dr. Jean PALUSSIÈRE**

Dr. Maryam ASAD-SYED  
Dr. Martine BOISSERIE-LACROIX  
Dr. François CORNELIS  
Dr. Françoise BONICHON  
Dr. Anne-Laure CAZEAU  
Dr. Édouard DESCAT  
Dr. Stéphane FERRON  
Dr. Yann GODBERT  
Dr. Gabrielle HURTEVENT  
Dr. Michèle KIND  
Dr. Marie-Claire ZIMMER

### **RADIOTHERAPY**

#### **Dr. Pierre RICHAUD**

Dr. Christel BRETON-CALLU  
Dr. Bénédicte HENRIQUES  
Pr. Guy KANTOR  
Dr. Philippe LAGARDE  
Dr. Laurence THOMAS

#### *Medical Physics*

M. Mickaël ANTOINE  
Mme Sarah BELHOMME  
M. Jérôme CARON  
M. Antony CHEMIN  
Mme Émilie RICH

### **MEDICAL ONCOLOGY**

#### **Pr. Dominique BÉCHADE**

Pr. Hervé BONNEFOI  
Dr. Yves BÉCOUARN  
Dr. René BRUNET  
Dr. Nguyen BINH BUI  
Dr. François CHOMY  
Dr. Marc DEBLED  
Dr. Michèle DELAUNAY  
Dr. Mikaël DESROCHES  
Dr. Anne DUBON-LABORDE  
Dr. Gabriel ÉTIENNE  
Dr. Marie Noëlle FABRY  
Dr. Anne FLOQUET  
Dr. Marianne FONCK  
Dr. Gérard GUESDON  
Dr. Nadine HOUÉDÉ  
Dr. Hanna JOSNIN  
Dr. Nathalie LE GALL  
Dr. Nicolas MADRANGES  
Dr. Louis MAURIAC  
Dr. Cécile MERTENS  
Dr. Nathalie QUÉNEL-TUEUX  
Pr. Josy REIFFERS  
Dr. Anna SCHMITT  
Pr. Pierre SOUBEYRAN

### **CARE**

#### **Dr. Fabrice LAKDJA**

#### *COORDINATION CENTRE FOR CANCEROLOGY*

Dr. Odile DUGUEY-CACHET

#### *PALLIATIVE CARE*

Dr. Gérard GUESDON

#### *PAIN TREATMENT*

Dr. Fabrice LAKDJA  
Dr. Laurent LABRÈZE  
Dr. Florence DIXMÉRIAS  
Dr. Dominique MONNIN

### **MEDICAL BIOLOGY**

#### **Dr. Françoise DURRIEU**

Dr. Julie DUBOIS  
Pr. Jacques ROBERT

### **PATHOLOGY**

#### **Dr. Gaëtan MAC GROGAN**

Dr. Emmanuelle BAROUK  
Dr. Virginie BUBIEN  
Dr. Florence CHASSAIGNE  
Pr. Jean-Michel COINDRE  
Dr. Sabrina CROCE  
Dr. Michel LONGY  
Dr. Agnès NEUVILLE  
Dr. Nicolas SÉVENET  
Dr. Isabelle SOUBEYRAN

### **PHARMACY**

#### **Martine POMMIER**

Edwidge APRETRA  
Catherine DONAMARIA  
Barbara LORTAL

### **QUALITY - VIGILANCE**

#### **Joëlle JOUNEAU**

### **CLINICAL RESEARCH -MEDICAL INFORMATION**

#### **Pr. Simone MATHOULIN-PÉLISSIER**

Dr. Anne JAFFRÉ  
Dr. Alain MONNEREAU





# > Medical team

## ANAESTHESIA - REANIMATION



Dr. D. MONNIN



Dr. CC BALICK-WEBER



Dr. S. COLOMBANI



Dr. S. DELESALLE



Dr. F. DIXMÉRIAS



Dr. J.-P. GÉZIÈRE



Dr. Y. KABBANI



Dr. F. LAKDJA

## BIOLOGY



Dr. F. DURRIEU



Dr. J. DUBOIS



Pr. J. ROBERT

## SURGERY



Pr. S. ÉVRARD



Dr. A. AVRIL



Pr. E. BUSSIÈRES



Dr. X. CARRAT



Dr. L. DRAHAN



Dr. M. FOURNIER



Dr. R. GASTON



Dr. J.L. HOEFFNER



Dr. F. GUYON



Dr. M. ROBERT



Dr. A. ROUSVORL



Dr. E. STOECKLE



Dr. C. TUNON DE LARA

## PAIN TREATMENT



Dr. F. LAKDJA



Dr. F. DIXMÉRIAS



Dr. L. LABRÈZE



Dr. D. MONNIN

## MEDICAL IMAGING



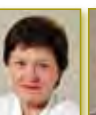
Dr. J. PALUSSIÈRE



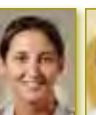
Dr. M. ASAD-SYED



Dr. M. BOISSERIE-LACROIX



Dr. F. BONICHON



Dr. A.-L. CAZEAU



Dr. F. CORNÉLIS



Dr. É. DESCAT



Dr. S. FERRON



Dr. Y. GODBERT



Dr. G. HURTEVENT



Dr. M. KZND



Dr. M.-C. ZIMMER

## MEDICAL ONCOLOGY



Pr. D. BÉCHADE



Pr. H. BONNEFOI



Dr. Y. BÉCOURN



Dr. R. BRUNET



Dr. N.B. BUI



Dr. F. CHOMY



Dr. M. DEBLED



Dr. M. DELAUNAY



Dr. M. DESROCHES



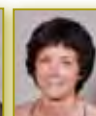
Dr. A. DUBON-LABORDE



Dr. G. ÉTIENNE



Dr. MN FABRY



Dr. A. FLOQUET



Dr. M. FONCK



Dr. N. HOUÉDÉ



Dr. H. JOSNIN



Dr. N. LEGALL



Dr. N. MADRANGES



Dr. L. MAURIAC



Dr. C. MERTENS



Dr. N. QUÉNEL-TUEUX



Pr. J. REIFFERS



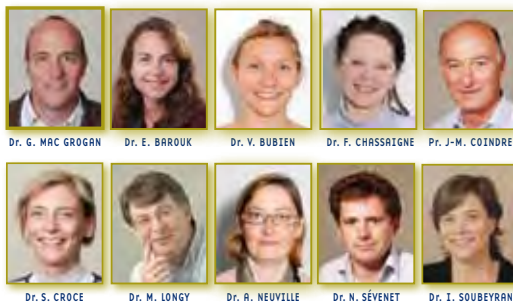
Dr. A. SCHMITT



Pr. P. SOUBEYRAN

# > Medical team

## PATHOLOGY



Dr. G. MAC GROGAN

Dr. E. BAROUK

Dr. V. BUBIEN

Dr. F. CHASSAIGNE

Pr. J-M. COINDRE

Dr. S. CROCE

Dr. M. LONGY

Dr. A. NEUVILLE

Dr. N. SEVENET

Dr. I. SOUBEYRAN

## PHARMACY



Mme M. POMMIER

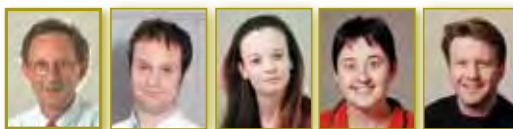
Mme E. APRETRA



Mme C. DONAMARIA

Mme B. LORTAL

## RADIOTHERAPY



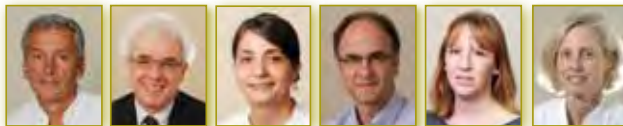
Dr. P. RICHAUD

M. M. ANTOINE

Mme S. BELHOMME

Dr. C. CALLU-BRETON

M. J. CARON



M. A. CHEMIN

Pr. G. KANTOR

Dr. B. HENRIQUES

Dr. P. LAGARDE

Mme É. RICH

Dr. L. THOMAS

## QUALITY HYGIENE



Mme J. JOUNEAU

## CLINICAL RESEARCH - MEDICAL INFORMATION

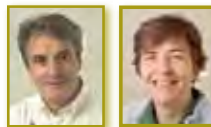


Dr. S. MATHOULIN

Dr. R. JAFFRÉ

Dr. A. MONNEREAU

## CARE



Dr. F. LAKDJIA

Dr. O. DUGUEY-CACHET

## PALLIATIVE CARE



Dr. G. GUESDON

## INSERM VINCO U916



Pr. J. REIFFERS

Mme I. BEPOIDIN

Pr. H. BONNEFOI

B.N. BUI

M. F. CHIZON

Pr. J-M. COINDRE

Mme N. DUVARIET-MESGNY



Pr. R. IGGO

Dr. M. LONGY

M. Ph. POURQUIER

Pr. J. ROBERT

Dr. N. SEVENET

Pr. P. SOUBEYRAN

M. P. VACHER

# > Quality and risks management

## QUALITY AND CERTIFICATION APPROACH

To see its missions through, the Institut Bergonié is involved in a quality process involving all its services and staff.

Included as part of the strategic objectives of the foundation project, this approach is essential and creates constant progress. In this scope, accreditation (nowadays 'certification') commits the institution to ensure the quality of safety, care and management conditions for patients. The Commission for Quality and Risks Prevention Management is in charge of including, coordinating and communicating the activities to improve quality centred on the patient, with particular attention to reception, care, hospital hygiene, pain management, and information quality, but also to the good record keeping of their medical files.

To help us improve the quality of your stay, WE WOULD LIKE YOUR OPINION. We would be grateful if you could fill in the exit questionnaire at the end of your stay. Every year, the institution conducts a satisfaction survey for patients. If you would like to see the results of this survey, ask the service manager or the Quality and Risks Management department manager (05 56 33 33 12).

## CERTIFICATION :

The Institut Bergonié has just been certified without reservation or recommendation by the French National Authority for Health (HAS).

This certification occurs in the scope of the third procedure called V2010 and following the visit of four experts from March 9 -12, 2010.

The next certification visit for the Institut is planned for 2014.

In this context and for the future, the institution aims to continue improving quality and risk management.



## INDICATOR RESULTS

**Five indicators** are measured annually to inform you on the quality of our hospitalised patients' files. They result from an approach to improve quality, coordinated by the French National Authority for Health (HAS). The results are published as percentage of compliant files, i.e. those recording all the information required.

### Upkeeping patients' files

compliant files **85%**

An up-to-date patient file is a key to the safety and efficacy of your treatment and follow-up. It contributes to information sharing between the various health professionals intervening at each stage of the management.

### Time until communications sent

compliant files **60%**

The end of hospitalisation report is a key element for care continuity. Signed by the general practitioner (GP) in charge of your file, it is addressed to your referring GP or is given to you at your discharge so that you will transfer it to him or her. Sending the end of hospitalisation report within 8 days is a statutory requirement.

### Traceability of pain assessment

compliant files **94%**

To relieve pain, it is necessary to be able to quantify it and to measure it over time. This indicator shows whether pain assessment (thanks to an appropriate specific scale) was well reported on the file.

### Screening for nutritional disorders

compliant files **100%**

Regularly checking your weight is important to organise your treatment. This indicator shows whether monitoring of the patient's weight was correctly reported on his/her files.

### Anaesthetic file keeping

compliant files **96%**

An up-to-date anaesthetic file is a key to the safety and efficacy of your treatment and follow-up. It contributes to information sharing between the various health professionals intervening at each stage of your management.

## INDICATORS OF THE NOSOCOMIAL INFECTION DASHBOARD

(from 2009 data validated by the administrations)

The "Nosocomial Infection Dashboard" is published every year by the French Ministry of Health. It provides both transparency for users and serves as a point of reference for the institution. In 2011, results are steady and conventional with an aggregated score of 97/100.

- ICALIN Composite Index of Activities to Fight against Nosocomial Infections: 100(A)
- ICSHA Consumption Indicator for Hydro-Alcoholic Products: 123.8 (A)
- SURVISO Survey on the incidence of operative site infections: 2 participating departments out of 2
- ICATB Composite Index of good use of Antibiotics: 17 (A)
- Three-year rate of Methicillin-resistant *Staphylococcus aureus* (MRSA) for 1000 Hospitalisation Days: 0.35
- Aggregated score: 97 (A)





# > Quality and risks management

## **SATISFACTION SURVEY RESULTS**

In 2010, a satisfaction survey was undertaken in the outpatient hospital for patients receiving at least three chemotherapy courses. This survey consisted of a phone interview with patients who had previously accepted to participate. Results are published as a score marked out of 100. Seven dimensions were measured:

- Score 1: Professionals' technical skills (73)
- Score 2: Professionals' attitudes (71)
- Score 3: Patient information (66)
- Score 4: Durations (65)
- Score 5: Physical environment (56)
- Score 6: General satisfaction (79)
- Score 7: Pain management (74)

## **NOSOCOMIAL INFECTION PREVENTION COMMITTEE (CLIN)**

The Institut is provided, according to the decree 99-1034 of December 12th, 1999, with a Nosocomial Infection Prevention Committee whose missions are to look after infections for hospital patients and staff, to train staff to respect hospital hygiene rules and to evaluate good compliance with these procedures.

An operational hygiene team consisting of a hygiene practitioner and a nursing manager works with hygiene correspondants in each care department to update and harmonise practices concerning hygiene. The CLIN has been working closely with the Quality-Risks Management-Vigilance Department since its creation and is now involved in the Quality and Risks Prevention Commission.

The Institut's CLIN regularly takes part in surveys with the Coordination Centre for Nosocomial Infection Prevention of the South West (CLIN South West), and is a member of their Orientation Council. The action programme of the CLIN is available from health managers.

## **LIAISON COMMITTEE FOR ALIMENTATION AND NUTRITION (CLAN)**

This committee was created in 2005. Its objectives are to gather and increase awareness for professionals involved in hospitalised patients' nutrition, to increase their nutritional management and the quality of the whole nutrition service (including building, and equipments implementation projects). This is a promotional, transversal, interservice but also an interprofessional approach to improve the entire nutrition network.

## **COMMITTEE AGAINST PAIN (CLUD)**

This authority has been set up at the Institut Bergonié within the framework of the plans to improve pain management in healthcare institutions over 2006-2010.

The CLUD organises the care policy which best suits pain management within the Institut Bergonié and different programmes related to ministerial recommendations. It helps to develop the ongoing training of medical staff and develops plans to improve the quality of pain assessment and treatment. It participates in the implementation of clinical research programmes.

It also ensures that users are informed thanks to the distribution of a contract against pain in the institution, available in various care services.

This committee, which includes representative of the Management team of Institut Bergonié, consists of 17 members representative of all care providers, each committed to achieving the CLUD's missions.



## > The announcement plan



During your stay at the Institut, the nurse of the 'announcement plan' is available to meet with you. S/he will support and listen to you, and can answer your questions concerning your treatment (Care Support Time).



S/he will help you assess your needs and will direct you towards professionals from the supportive care team according to your wishes.

*For more information on the announcement plan, an information leaflet is available on the display stand at reception and from the Meeting and Information Place (ERI).*

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## > Supportive care

Supportive care consists in "the whole set of healthcare and supportive actions that patients require, as well as specific treatments such as surgery, chemotherapy and radiotherapy, all throughout the disease."

Supportive care at Institut Bergonié is made up of the clinical psychology unit, the social service, the Treatment of Chronic Pain unit, the mobile accompaniment unit and palliative care (UMASP), dieticians, massage therapists, and the social aesthetician.

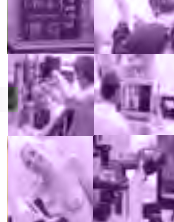
The supportive care team of the Institut Bergonié intervenes to complement the medical team in an attempt to manage the patient as a whole.

This **multidisciplinary team** follows patients across all stages of the disease. You can ask for their assistance at any time from the personnel in the department in which you are being cared for.

*For more information on supportive care, an information leaflet is available on the display stand at reception and at the Meeting and Information Place (ERI).*



## ➤ Technical facilities



*Mammography*



*Scintiscan*



*MRI*



*Tomotherapy*



*Surgery*



*PET - CT*



*URC*

You will need to come to various departments of the Institut Bergonié:

- **The department of medical imaging**, whose technical facility covers the activities of diagnosis, intervention, and nuclear medicine: diagnostic and interventional radiology, scan, ultrasonography, MRI, mammography, mammal macro-biopsies, scintiscan, PET scan...

The nuclear medicine hospitalisation unit has 6 radio-protected rooms.

- **The department of radiotherapy**, with a simulator and a scanner dedicated to the preparation of treatments, and 4 treatment devices: Clinac, Jupiter, Saturn 43 and a tomotherapy device, as well as brachytherapy equipment and a radiophysics unit, situated underground.

- **The department of surgery** where we have 6 operating theatres (surgery, endoscopy, and interventional radiology), one continuing medical surveillance unit (7 beds), one post-interventional care room (6 beds), and one stomatology unit.

- **The department of pharmacy** (opposite the hospitalisation building) with a Cytostatics Reconstitution Unit (URC).



# ➤ Research



## RESEARCH AND PATIENTS AT THE INSTITUT BERGONIÉ

Since its creation, Institut Bergonié has been recognised for its research that is proposed to patients who can choose whether or not to participate in it. This activity is an essential stage to improve patient management and to suggest personalised treatments (surgery; radiotherapy; chemotherapy and other care, but also for screening tools and biological markers...).

### THERAPEUTIC TRIALS

Medical research includes the development of new therapies. The search for more efficient and less toxic treatments aims at reducing mortality or morbidity, improving quality of life, and understanding tumour process mechanisms better in order to encourage the development of new therapies. Therapeutic trials are an essential step to test new molecules which are suggested in a very specific statutory scope, to a selection of cancer patients. At the Institut Bergonié, multi-professional teams (medical doctors, clinical research associates, and clinical research nurses...) pool their skills and inform patients about these trials. Clinical research is structured by law, ethics, and patient rights. It follows strict protocols taking into account the latest findings, in order to improve treatments but also sometimes to make a better diagnosis, without ever reducing the patient's chances.

The GP in charge of you may propose that you participate in a trial, providing all the required and desired information and with your informed consent (a specific document you will have to sign after a period of reflection).

### SOCIAL AND HUMAN SCIENCES

Research in this domain aims principally to understand better how patients and their relatives live with the disease, to encourage the creation of new therapeutic plans (psycho-social or linked to the organisation of care) in order to improve patients' quality of life. Participation in these studies can be proposed by the referring GP, the medical care team, or by a psychologist. Some of these studies follow the same legal rules as clinical trials.

### BIOLOGICAL SAMPLES: CARE AND RESEARCH

During the treatment performed according to your health status, we will take blood, cell, tissue, or biological fluid samples to diagnose you and to adjust your treatment. After having performed the necessary analyses for your care, the rest of your samples may be kept and used for medical or scientific research purposes, except if you are opposed to it, taking into account respect for confidentiality and for existing regulations. Medical data from samples can be interpreted via computer but these data are anonymous allowing them to be used for research. You have a right to access or change your data, and a right of opposition to their use according to law.

### CANCER REGISTER IN THE GIRONDE DEPARTMENT

Our institution has specific IT tools designed to facilitate the management patients' files. Some administrative and medical information about you might be transmitted to one or more of the Cancer Registers in Gironde (register for malignant blood diseases, for central nervous system tumours and/or the general register for cancers) in accordance with the strict respect of confidentiality requirements and data safety.

If you refuse to transmit data to these information registers, please inform the doctor who is in charge of your file. S/he will contact Dr A. Monnerieu (in charge of epidemiologic monitoring at Institut Bergonié). You will, through his mediation, exercise your right to access and to rectification from the doctor in charge of the Register.





# > The patient's rights



## Hospitalised patients' charter

### General principles\*

circular n° DHOS/E1/DGS/SD1B/SD1C/SD4A/2006/90 of March 2 2006 relating to the rights of hospitalised individuals and comprising a charter for hospitalised individuals



Each patient is free to choose the health care institution he wants to take care of him, subject to the limitations of each institution. The public hospital service is **accessible to everyone**, in particular to the most needy persons and, in the event of emergency, to persons without social security cover. It is adapted to handicapped persons.



Health care institutions must guarantee **the quality of reception, treatment and care**. They must be attentive to pain relief and do everything possible to ensure everyone is treated with dignity, particularly at the end of life.



**Information** given to the patient must be **accessible and reliable**. The hospitalised patient can participate in the choice of treatment. He can be assisted by a trusted support person that he freely chooses.



A medical procedure can only be conducted with **the free and informed consent of the patient**. The latter has the right to refuse all treatment. Any adult can express his wishes as to the end of his life in advance directives.



**Specific consent** is needed for patients participating in biomedical research, the donation and use of parts and products of the human body and for screening procedures.



A patient who is asked to participate in **biomedical research** must be informed of the expected benefits and the foreseeable risks. **His agreement must be given in writing**. His refusal will not have any effect on the quality of care that he receives.



The hospitalised patient can, unless otherwise provided for by the law, **leave the institution** at any time after having been informed of any risks incurred.



**The hospitalised patient must be treated with consideration**. His beliefs must be respected. He must be ensured privacy and peace and quiet.



Respect of privacy is guaranteed to every patient, as well as **confidentiality of personal, administrative, medical and social information** concerning him.



The hospitalised patient (or his legal representatives) benefits from **direct access to health information** concerning him. Under certain conditions, in the event of death, his beneficiaries benefit from the same right.



The hospitalised patient can express his views on the care and reception provided. In each institution, a commission for relations with users and the quality of care given ensures that the rights of users are respected. Every patient has **the right to be heard** by a manager of the institution to express his grievances and request compensation for harm to which he believes he has been subjected within the context of an amicable settlement procedure for disputes and/or before the courts.

*You can access the whole charter of the hospitalised person in French on the following website:*

*[www.sante.gouv.fr/htm/dossiers/charte\\_patient/accueil.htm](http://www.sante.gouv.fr/htm/dossiers/charte_patient/accueil.htm)*



# > The patient's rights



## **NOMINATION OF THE APPOINTED LEGAL REPRESENTATIVE**

(article L. 1111-6 du code de la santé publique)

The law 2002-303 of March 4th, 2002, relative to patients' rights and to the quality of the health system, says that any hospitalised adult patient (except for patients subjected to a tutelage measure) can nominate a legal representative to assist them.

This nomination is a possibility and not an obligation. It must be done in writing (enclosed sheet to the booklet) for the hospitalisation period or for longer.

This nomination can be subject to repeal at any time during the hospitalisation.

The information identified as confidential by the patient will not be transmitted.

This person will be allowed to accompany you throughout the treatments and decisions to be taken, and to attend your visits with the medical doctor in order to help you in your choice.

## **DATA PROTECTION**

The Institut Bergonié has an IT system aimed at managing easily patients' files and at performing statistical analyses as required, in strict compliance with medical secrecy.

Unless otherwise notified by you, some information about you will be recorded by IT for medical purposes only.

According to medical deontology and to the legal provisions of the Data protection law of January 6th, 1978, you physician will be allowed to give you this information as well as any other information required for your condition.

This information is transferred to the doctor in charge of the institution's medical information through the patient's physician and is protected by medical secrecy. However you can object to data collection for personal reasons and to data processing.

## **ADVANCE DIRECTIVES**

(article L. 1111-11 du code de la santé publique)

Any adult can, at their will, write advance directives to cover situations where at the end of their life they might not be able to express their wishes. These directives express their wishes about conditions under which treatment should be limited or stopped.

They will be consulted before medical decisions and they prevail over any other non-medical opinion. They are renewable every three years and can be, over this period, cancelled or modified at any time. If you want your directives to be taken into account try to make them available for the medical doctor who will care for you within the institution. Give it to him or her, or tell him or her about it, and give the address of the person you gave them to.

## **THE REGIONAL COMMISSION FOR CONCILIATION AND COMPENSATION (CRCI)**

You can apply to the commission (patient or eligible persons on the death of a person):

- either to ask for damage compensation imputable to a prevention, diagnosis, or care act.
- or to ask for a conciliation relative to claims or difficulties arisen from a prevention, diagnosis, or care act.

*For more information on advance directives, an information sheet is available on the display stand at reception and the ERI.*

Contact: 50, rue Nicot - 33000 Bordeaux

Phone number: +33 (0) 5 57 59 28 50

Fax: +33 (0) 5 57 59 28 51

Email: [aquitaine@commissions-crci.fr](mailto:aquitaine@commissions-crci.fr)





# > The patient's rights

## ACCESS TO INFORMATION CONCERNING A PERSON'S HEALTH

The law of March 4th, 2002, n°2002-2003 relative to patients' rights and to the quality of the health system, provides patients with direct access to their medical files if they wish.

- You have the possibility to access directly your whole medical file as follows:- adresser votre demande par écrit, au Directeur Général de l'Institut Bergonié,
  - address your written request to the Director-General of the Institut Bergonié,
  - Enclose a copy of your national identity card, passport, etc, to establish your identity,
  - specify the means of communication you would like:
  - communication through a medical doctor you nominate (give their name, telephone and address), or the mailing of documents to them;
  - consultation on site (in this case a medical accompaniment will be proposed);
  - directly sending the document to your address.
- In accordance with legislative and regulatory provisions, fees are charged for copying and sending documents (registered mail).
- Deadlines to send documents are planned by law: 8 days (from the moment your application is completed) for files less than 5 years old, and 2 months for files older than 5 years.
- Medical files are kept by the healthcare institution in a secured area for 25 years.

## THE COMMISSION OF RELATIONS WITH USERS (CRU) AND THE QUALITY OF PATIENT MANAGEMENT

The CRU has been set up at Institut Bergonié in March 2006 to assist, direct, and inform you on your rights. (In accordance with the law of March 4th, 2002, relative to patients' rights and to the quality of the health system, and with the decree n°2005-213 of March 2nd, 2005, relative to the commission for relations with users and for management quality.)

The CRU's missions are to:

- ensure patient's rights are respected;
- contribute to the improvement of the quality of their management;
- make it easier to express their potential grievances;
- be consulted and make propositions regarding the policies of care and management;
- be informed of all the complaints and the follow-up.

We offer you several information means to help you find the solution to potential problems you might have over your stay. You can give us your feedback:

- via the exit questionnaire enclosed to this booklet,
- by writing to the Director-General in order to refer a case to the Commission,
- or through contacting one of the CRU members.

Members of the CRU:

- The legal representative of the institution (who is also chairing the commission)
- Two mediators (a medical doctor and another person) and their deputies designated by the legal representative of the institution,
- Two user-representatives and their deputies,

The CRU's representatives :

- Commission president: C. Fillatreau,
- Vice-president : J. Jouneau,
- Medical mediator: E. Bussièrès,
- Non medical mediator: MH. Monira,
- User-representative: MH. Baron et G. Robert
- Medical commission representative: A. Jaffré,
- Care manager: I. Biau,
- Staff representative: D. Charenton,
- Quality manager: S. Enfédague,
- Secretary for commission and quality: M. Demaison

If you want to make a complaint or lodge a claim, please contact the commission for user relations and care quality: **05 56 33 33 12** or email: **cru@bergonie.org**

For more information on the CRU, an information sheet is available on the display stand at the reception and ERI or you can also ask the CRU.

## > The Meeting and Information Space (ERI)

for patients and their relatives



### **A place for communicating and exchanging**

As disease and hospitalisation can induce social, family, professional, or academic isolation, two employees at the Institut Bergonié and a team of volunteers are here to listen to you and exchange in a friendly environment.

### **Informative resources**

You will also find information at the ERI concerning the different pathologies treated at the Institut, the treatments and the various forms of support which are available during and after the disease (internal departments and associations, etc).

### **Conferences, discussions, workshops and forums are regularly available**

As an interface between users and the institution, the ERI enables constructive communication between the patients' lives and the organisation of their management.

*Accessible to all without appointment,  
from Monday to Friday  
from 10 am to 1 pm and from 2 pm to 6 pm,  
(+ some Sundays from 2 pm to 6 pm)*

*At street level, under the overbridge,  
Phone number: +33 (0)5 56 33 33 54,  
[innocenti@bergonie.org](mailto:innocenti@bergonie.org)  
[darne@bergonie.org](mailto:darne@bergonie.org)*

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## > Culture and health at the Institut Bergonié



Since 2003 the Institut Bergonié and the cultural association **Script** have encouraged the emergence of an artistic and cultural project within the institution. This partnership is part of public policy in Culture and Health (French Ministry of Health and French Ministry of Culture) aiming to promote the establishment of various forms of artistic and cultural expression in the hospital thanks to shared practices between patients, families, volunteers, and health personnel with artists; the hospital is turned into a social and creative space within the city.

### **The Nomad Workshop**

All throughout the year, artists provide animations in the corridors, the rooms and the garden of Institut Bergonié. Those who want to participate in these workshops are invited to come and participate in the activities of writing, photography, drawing, painting... With the agreement of the participant(s), the works will then be displayed within and outside of the hospital.

### **June and December Days**

Twice a year, centred around live and visual arts, these festive and federative Days invite the whole community of the hospital and the inhabitants of the area to be involved.

### **Partnerships**

Excellent links have been established with the different cultural participants of the city (Bordeaux Opera, Arthothèque in Pessac, Cefedem Aquitaine...). These enable real communication between the hospital and the city, and various projects are planned: Opera attendance, contemporary art exhibitions in the departments, music surprises, shows...

### **IT'S FOR ME!**

If you are interested,  
call us on 05 56 33 33 54 or email us at:  
[innocenti@bergonie.org](mailto:innocenti@bergonie.org) / [darne@bergonie.org](mailto:darne@bergonie.org)

In association with the DRAC, the ARH, and the Regional Council of Aquitaine.



# > Volunteers



Various associations of volunteers, **coordinated by a volunteering council**, are active within Institut Bergonié.

*For more information, ask the care managers, the nurses, or at the ERI.*



## Alliance 33



*Accompanying patients in palliative care in association with the mobile team of palliative care*



## ASSEM



*Association for educational support for ill children and for children with hospitalised parents*

**Visits on request**



## ASSOCIATION FOR LARYNGECTOMISED AND DISABLED PERSONS THROUGH LOSS OF VOICE



*Mutual support and solidarity*

**Visits on request**



## URILCO 3



**ASSOCIATION FOR OSTOMATE PEOPLE IN THE**

**DEPARTMENT OF GIRONDE**

**Visits on request**



## THE PINK COATS



*"BergoBar" visits in radiotherapy and scintiscan on Monday (pm), Tuesday, Wednesday, and Thursday*



## CHEER UP !



*accompanying hospitalised teenagers and young adults in achieving a Personal Project*

**Visits on the 4th floor**



## League Against Cancer



*intervention in the field of prevention and screening*  
*User-representative*



## LIBRARY



*Loan of radio set, CDs, DVDs, CD and DVD players with headphones, books, magazines*

**Visits in the rooms on Monday and Thursday afternoons between 2 pm and 6 pm**

*Self-service library on each floor of the hospital. Magazines available in the consultation and radiotherapy departments*



## LIVE LIKE BEFORE



*Visits by former patients to listen to women treated for a breast cancer at the Institut*

**On Monday and Thursday mornings**



## VMEH



*Listening, Support, Presence during the visits in the departments*

**On Wednesday afternoons between 2 pm and 6 pm**

**Available at ERI from Monday to Friday**

*User-representative*



## RENEWED LIFE



*Organisation of convivial meetings, with volunteer beauticians*

**A monthly workshop**



## Groupe 3V

**Wanting – Beating – Living**



*Organisation of sports challenges with patients*  
*Creation of leisure and relaxing spaces*

*For more information on the associations at the Institut Bergonié, an information sheet is available on the display stand at the reception and ERI desks.*



## ➤ Religious support

<b>CATHOLIC :</b>	<b>Visits</b>	<i>on Monday, Tuesday, Thursday, Friday, and upon request</i>
	<b>Mass</b>	<i>on Thursday at 5.30 pm in the retreat room</i>
<b>JEWISH :</b>	<b>Visits</b>	<i>upon request</i>
<b>MUSLIM :</b>	<b>Visits</b>	<i>upon request</i>
<b>ORTHODOX :</b>	<b>Visits</b>	<i>upon request</i>
<b>PROTESTANT :</b>	<b>Visits</b>	<i>on Tuesday afternoons</i>

The Institut Bergonié offers you a **retreat room**, open 24/7, near the ERI.

If you want a member of one of the religions represented above to visit you, you can address the receptionist or the nurses.

On Sunday mornings, the Eucharist celebration can be brought to patients, dial 06 89 15 30 64.

*For more information on the religious accompaniment or the chaplaincy service, an information sheet is available on the display stand at the reception and ERI desks.*

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## ➤ Recommendations



Like in every institution open to the public, **smoking is not allowed** at the Institut Bergonié.

**Tips are forbidden** by the internal regulation of the Institut Bergonié (available from the care managers).

**Thank you for respecting the generally accepted rules of community life.**

**PLEASE SWITCH OFF YOUR MOBILE WITHIN MEDICAL BUILDINGS.**



### **DRUG RESALE AND REASSIGNMENT**

*Reassignment is the sale of drugs reserved for hospitals to individuals.*

*Your physician can prescribe you drugs that are not sold at regular pharmacies. You can get them at the Institut's pharmacy whose opening hours are: Monday, Wednesday, and Friday: From 8.30 am*

*to 12.30 pm / 2.00 pm to 5.30 pm, Tuesday and Thursday: From 8.30 am to 1.00 pm / 2.00 pm to 5.30 pm.*

*You can also get them in another authorised private or public hospital.*

## > Accommodation



Here are some accommodation possibilities near the Institut:

### Sœurs de St François d'Assises

26, rue Pierre Duhem, 33000 Bordeaux  
Phone number: +33 (0)5 56 96 02 06  
franciscaines.bx@wanadoo.fr

### Centre Beaulieu

(closed on Saturday and Sunday)  
145, rue de Saint-Genès, 33000 Bordeaux  
Phone number: +33 (0)5 57 57 32 32

### House for patients' families:

#### La Pelouse

65, rue de la Pelouse de Douet, 33000 Bordeaux  
Phone number: +33 (0)5 56 93 17 33

### Private apartment

75, cours Aristide Briand, 33000 Bordeaux  
Mr. FOREST  
Phone number: +33 (0)5 53 70 63 38

### Chambre d'hôte

« La Maison Saint Genès »  
92, rue Saint-Genès, 33000 Bordeaux  
Phone numbers: +33 (0)5 56 94 61 54 /  
+33 (0)6 08 95 00 88, saintges@free.fr

### Chambre d'hôte « A blue lodge in Bordeaux »

70, rue de Ségur, 33800 Bordeaux  
Phone number: +33 (0)6 78 25 85 83  
blue.lodge.in.bordeaux@gmail.com

### Chambres d'hôte Bordeaux Cosy B&B

13, rue Bertrand de Goth, 33800 Bordeaux  
Phone number: +33 (0)6 30 60 84 50  
fussman.jean-pierre@orange.fr  
http://www.chambredhotelbordeaux.com

### Victoria Garden

127, cours de la Somme, 33800 Bordeaux  
Phone number: +33 (0)5 56 33 48 48

### Les Citadines-Mériadeck

25, rue Jean Fleuret, 33000 Bordeaux  
Phone number: +33 (0)5 57 01 62 70

### Résidence STUD'OTEL

1, rue Clément Thomas, 33400 Talence  
Phone number: +33 (0)5 56 84 59 59

### RESIDHOME

183, cours de l'Yser – 33800 BORDEAUX  
Phone numbers: +33 (0)5 56 94 32 06 /  
+33 (0)6 27 00 23 06

## > Transports

*Decree n°88 678 of May 6th, 1988 du Journal Officiel and Article L. 322.5 du Code de la Sécurité Sociale.*

### MODES OF TRANSPORT REFUNDABLE

#### CONDITIONS: OBLIGATIONS :

- **Medical:** Accredited Taxi Service (TAP), ambulance,
- **Non medical:** private car, public transports, taxi.
- benefiting from the Exoneration of the Copayment (100% refund),

Submit a **request for prior approval** in two cases:

- 1/ for long-distance transport: > 150 km one way,
- 2/ for repeated transport: (at least 4 transport requirements for the same treatment, to a place > 50 km away over a two-month period).

#### Ask your doctor for a Transport Prescription, detailing:

- 1/ the least expensive transport means matching your condition,
- 2/ the identity of the prescribing doctor with their signature.

This **prescription** must be made out in all cases **prior** to the transport, except in an emergency. You can ask the doctor (Institut Bergonié) for a **transport prescription** for the **next scheduled appointment** (consultation, hospitalisation, or external care) and the request for prior approval if needed..

**You may be liable for fines and refund refusal if you do not respect these rules.**

When you order a **taxi as part of your medical care**, do not forget that it must be accredited (agrée) (so that you do not have to pay on the day). A blue badge signalling its accreditation should appear on the windscreen.



# > Television & multimedia



## TELEVISION & MULTIMEDIA



Thanks to donations, a flat TV screen is available in every room and you can use it for free.

As of March 1<sup>st</sup>, 2011, **multimedia services** are already available on the 4<sup>th</sup> floor and will be set up on every floor by the end of 2011. In this configuration, the multimedia homepage will be displayed automatically when you turn on the TV set.

In every room, you can find, a booklet called *“room of the future”* which explains how the TV set and the multimedia functions work (movies, internal channel Info7, internet, audio book, radio, games...). You can also consult it on the TV screen (Online help).

**It is free!! please pay attention to the accessories**

A remote control is available; leave it in your room when you leave.  
For an easier use of internet a keyboard is available.

**DVD and games console:**

DVD readers are available on every floor. You can also borrow a games console: *ask staff on your floor.*

**7 INFO:** internal TV channel

The Institut Bergonié broadcasts information related to the Institut along with various social, medical, and practical information on the internal TV network. To watch this programme, you have to select channel 7 on your TV set.

*It is possible to purchase the DVD of the programme.*

**WEB ACCESS:** a web access is also available at the MIP.

**The Meeting and Information Place** is also a place dedicated to meet professional people and volunteers, to inquire about information, to talk and have a cup of tea or coffee.

Accessible to all, without appointment, at the garden level under the overbridge, from Monday to Friday, from 10 am to 1 pm and from 2 pm to 6 pm.

This “just like home”, enables patients to be more in touch with the outside world !

The acquisition of this multimedia system and its **free** usage has been made possible thanks to the many sponsors, associations, and service clubs involved.

**UN PROJET POUR TOUS !**

Soutenir et financer multimédia les 1000 personnes de l'Institut !

Sur chaque étage de l'Institut, sont proposés :

- Les films de l'Institut
- Les films de l'Institut (DVD) avec allocation directe des films
- Les films de l'Institut
- Les films de l'Institut
- Les films de l'Institut
- Les films de l'Institut
- Les films de l'Institut
- Les films de l'Institut
- Les films de l'Institut
- Les films de l'Institut

**Un service gratuit pour tous les patients !**



# > Relaxation



A Relais H is available for you on the first floor of the hospitalisation building. It offers for sale newspapers and magazines, cold and hot drinks, fast food, pastries and service products (toothpaste, stamps, phone cards...).

The Relais H is open during the week from 9.00 am to 5.30 pm, and on Saturday from 10.30 am to 2.30 pm. It is closed on Sunday and bank holidays.

Drinks (hot and cold) are available 24/7 from vending machines.

On each floor of the hospitalisation building you have access to:



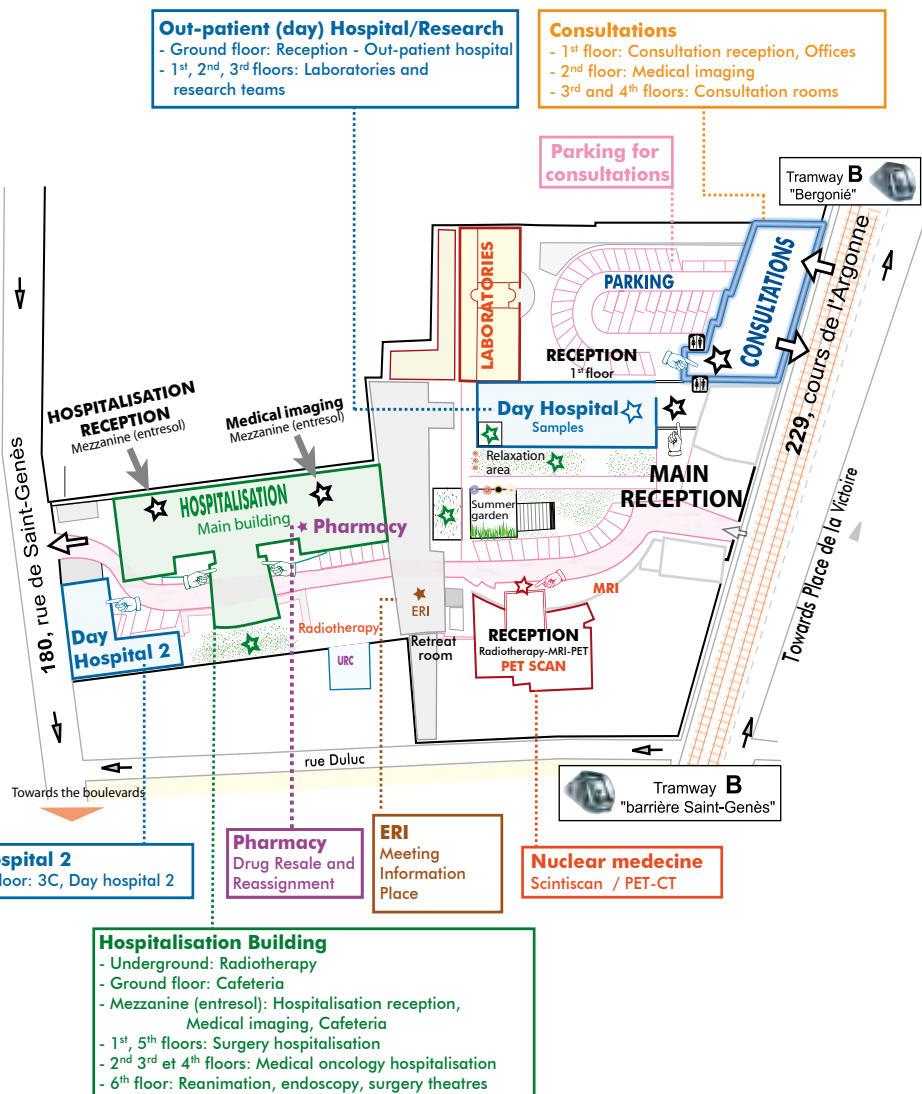
- a free loan service for CDs, DVDs, DVD and CD players and earphones thanks to volunteers on Monday and Thursday afternoons.
- board games and toy loans.
- a library area where you can freely borrow books and magazines (gifts from patients, families, and staff).

**Many shaded, fragrant and colourful places are available for patients and their relatives:**

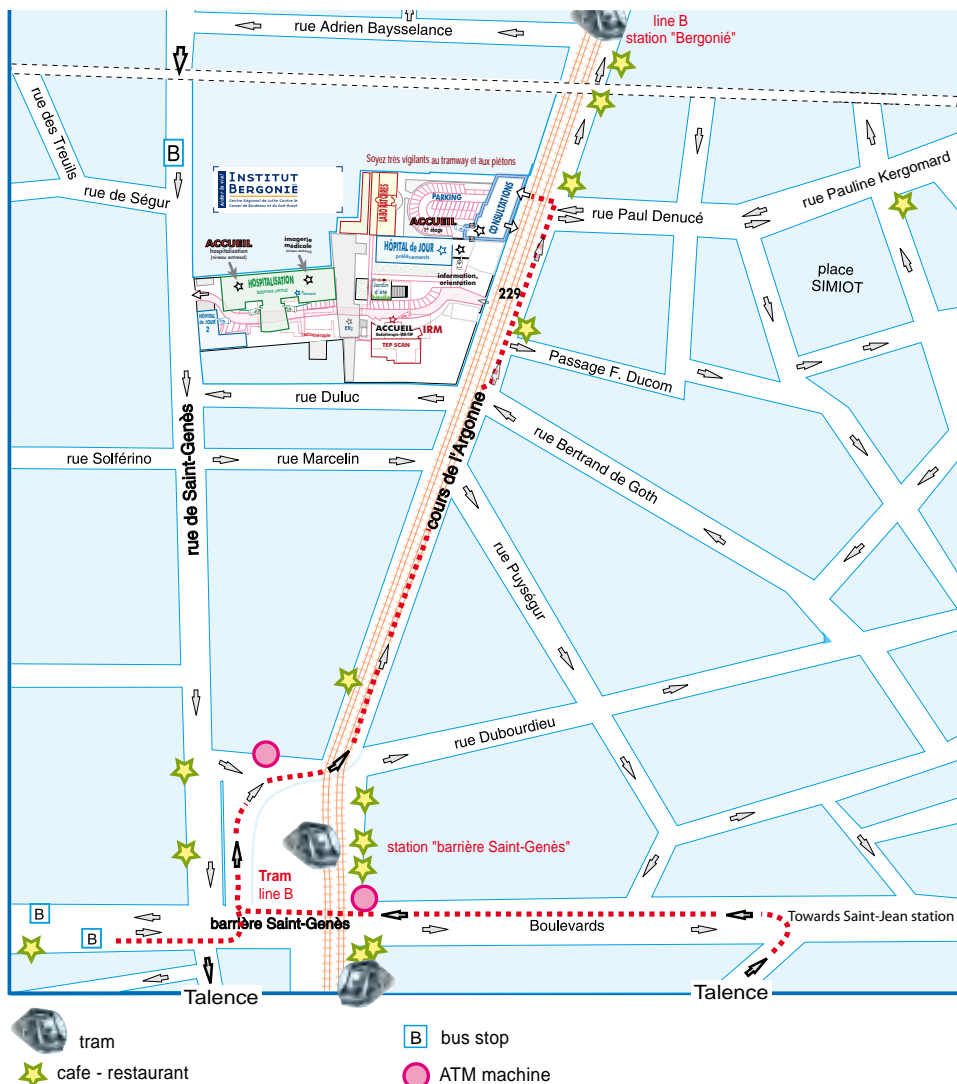
a summer garden, a covering pergola, garden furniture...  
and a sheltered and friendly place with a view of the garden, where you can read, play games, watch television and surf online.



# ➤ Finding your way around the Institut



# ➤ Finding your way around the Institut



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## TRAM line B to town

ALLER : Station "Bergonié" DESCENDRE à "Quinconces" **ou** DESCENDRE à "Hôtel de ville" PRENDRE ligne A pour "Mériadek"  
 RETOUR : ligne B station "Quinconces" DESCENDRE à "Bergonié"  
 RETOUR : ligne A station "Mériadek" DESCENDRE à "Hôtel de ville" PRENDRE ligne B "Hôtel de ville" DESCENDRE à "Bergonié"

## TRAM line B and C to Bordeaux Saint-Jean train station

ALLER : Station "Bergonié" DESCENDRE à "Quinconces" PRENDRE ligne C à "Quinconces" DESCENDRE à "Gare Saint-Jean"  
 RETOUR : "Gare Saint-Jean" DESCENDRE à "Quinconces" PRENDRE ligne B "Quinconces" DESCENDRE à "Bergonié"

## BUS to Bordeaux Saint-Jean train station

ALLER - Ligne 9: Arrêt sur boulevard George V, à droite de la barrière Saint-Genès ; le terminus est à la gare  
 RETOUR - Ligne 9: le terminus est à la gare. Arrêt sur Boulevard George V, barrière Saint-Genès



*Licensed institution in accordance with the Decree of December 16th, 1946, and having legal capacity for public utility organisations, the Institut Bergonié is accredited to receive donations and legacies which are exempted from inheritance laws.*

*Donations are deductible, within legal limits, from personal income and company profits.*

*For this purpose, a tax receipt is addressed to every donor.*

229, cours de l'Argonne

33076 Bordeaux cedex

Phone number: +33 (0)5 56 33 33 33

Fax: +33 (0)5 56 33 33 30

Website: [www.bergonie.org](http://www.bergonie.org)

Email: [bergonie@bergonie.org](mailto:bergonie@bergonie.org)

*Director General : Professor Josy REIFFERS*

*Deputy Director General : Mr. Christian FILLATREAU*

*Care Manager : Mrs. Isabelle BIAU*

