



WELCOMING INTERNATIONAL PATIENTS TO THE HOSPITAL

To meet the national welcoming strategy for international patients to the French territory, the committee on international relations of the University hospitals chief executives assembly would **propose a charter for UHs, committing each signatory to respect common values and best practices**. The aim is to define a high level of quality in its international patients' reception and care respecting care quality and security requirements.

UHs commitment to this charter is based on voluntary participation

The charter concerns international patients coming to public facilities for **non-urgent scheduled care**. Patients benefiting from State Medical Assistance (AME), needing urgent care, admitted for humanitarian assistance or benefiting from a social security system coordinated with French legislation are not directly concerned by the charter, but French health facilities provide them cares respecting equal quality and security requirements.

The charter deals with two axis: methods adopted by facilities as structures, and resources developed to guarantee an appropriate patient experience.

1. Welcoming structure

In order to welcome international patients properly, facilities provide adapted services on the following basis :

- **Superior quality in university hospital care delivery.** Among their physicians, facilities count specialists renown nationally, and even internationally, in their fields (in leading medical companies for example). Health professionals keep abreast of the latest developments in their specialty, at diagnostic and therapeutic levels, they train future health professionals (including foreigners), and they take part in research and innovation projects. Numerous surgical and medical specialties, advanced treatment technologies and professionals' expertise are detailed on the facilities websites and translated in several languages.
- **Facilities are certified by the French National Authority for Health (F.N.A.H.)** and care delivery respects quality and security requirements. This external control ensures delivering superior quality services and care to patients.
- International patient experience is organised by **an international welcoming system clearly identified**, composed of an English speaking team whenever possible and able to

ask for interpreting service if necessary. The welcoming structure is in charge of international patients' administrative coordination. It is a bond between patients and medical staffs before their arrivals and after their stays. It deals with paperwork in the hospital (quotes, bills, dedicated admissions...) and directs patients towards structures for visa application if necessary. Patients are also informed of the services at their disposal regardless of medical coverage (housing for accompanying people, transports etc.)

2. Commitments in international patient experience management

Facilities guarantee international patients the same welcoming conditions and care delivery than insured people.

Before the stay

- **Hospital medical staffs** insure the upstream hospitalization preparation of the patients they will care of. Patients give their medical file information to medical staffs. Following the medical file review, medical staffs offer therapeutic options and hospitalization if necessary;
- **Cares are scheduled** within a reasonable period regarding care complexity;
- Medical staff communicates to patients a charter for caring which specifies special precautions to take (no flight after surgery, minimum rehabilitation program etc.);
- Facilities provide patients **cost estimates** in a reasonable period of time not exceeding five working days whenever possible. Cost estimates are based on the information given by patients and can evolve following provided cares. Medical procedures and possible options available in facilities are detailed on the estimate: interpreting services, housing, catering etc. If necessary, service provider quotations for housing and transportation can be detailed on cost estimates so patients can make an informed choice;
- Facilities guarantee safe exchanges and data privacy.

During the stay

- When patients arrive at the hospital, the international welcoming system clearly identified presents **administrative paperwork** related to patients' care. Then patients are **directed** towards the appropriate care service.
- Medical staff commits to inform **clearly and understandably** patients of their hospitalisation procedures during the whole stay. It makes sure patients consent knowingly to treatment and call in interpreting services if necessary.
- If possible and except in case of force majeure, facilities commit to provide patients an individual room where it is possible to welcome an accompanying person. The room is equipped with lavatory and shower, phone, WIFI and television with international channels.

- When existing in the hospital, patients and accompanying people can be offered concierge and comfort services (cosmetic cares, wellness, catering adapted to personal or cultural food preferences).
- Patients discharges are organized in coordination with medical staffs for the post treatment follow-up, and with the international welcoming system for the administrative part (invoices, insurance certificates etc.)

After the stay

- Medical staffs send patients a **medical report** and an invoice¹ within 8 days and in English if necessary.

¹ Decree n°2015-1042 of 20 August 2015 establishing applicable rules to care and housing price determination referred to in Article L. 174-20 of the French Social Security Code: estimates and invoices cover, separately, care provision and housing services related to patients care.