



Prévention, Traitement et Suivi de la Maladie Rénale

Prevention, Treatment and Follow up of Kidney Disease

## New patient welcome booklet



All the AVODD teams welcome you

# SOMMAIRE



This welcome booklet informs you about the environment and the conditions of your care at AVODD. Informing you is one of our requirements and all our teams are available to clarify or complete the information provided to you.

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## ◆ HISTORY

AVODD is a private non-profit association "Law 1901", created in 1985 on the initiative of two nephrologists, patients and spouses of patients receiving home dialysis. This association, headed by a Board of Directors, is made up of three colleges, one of which is exclusively reserved for patients and families of patients.

## ◆ STRUCTURE

The structure of this association is, by virtue of its departmental mission, decentralized and organized from a head office which currently ensures, on the one hand, the management of the five dialysis sites distributed in the Var and on the other hand, monitoring of patients in the Var treated at home with hemodialysis and peritoneal dialysis

## ◆ VOCATION

**Maintaining the quality of life for people with kidney disease.**

In order to integrate the treatment as well as possible into one's life, AVODD encourages a certain autonomy and promotes self or home dialysis. Our objective is to maintain your quality of social, professional and family life. Our different structures follow you throughout your treatment journey.



## 02 | THE CONTACT DETAILS OF OUR UNITS

### ◆ AVODD HYÈRES

#### Association headquarters

Jean Hamburger Center  
579 Boulevard Maréchal Juin  
83418 HYERES Cedex  
☎ 04 94 12 83 83

### ◆ AVODD FRÉJUS

Intercommunal Hospital Center  
of Fréjus - Saint Raphaël  
240 Avenue Saint Lambert 83608  
FREJUS Cedex  
☎ 04 94 40 22 95  
☎ 04 94 40 22 96

### ◆ AVODD TOULON SAINTE-ANNE

Inter Army Hospital Sainte-Anne  
2 Bd Sainte-Anne  
BP 600 - 83800 TOULON Cedex 09  
☎ 04 83 16 23 66/40

### ◆ AVODD TOULON SAINT-MICHEL

63 Avenue d'Orient 83100 TOULON  
☎ 04 94 08 03 84

### ◆ AVODD BRIGNOLES

Le Cèdre - 51 Boulevard Joseph Monnier  
83170 BRIGNOLES  
☎ 04 94 37 01 86



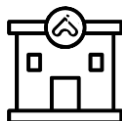
### ◆ IN DIALYSIS UNITS



#### **Hemodialysis center**

The hemodialysis center takes care of your state of health when the permanent presence of a nephrologist is required during the hemodialysis session.

- [The Fréjus center hemodialysis](#)
- [The Hyères Jean Hamburger center hemodialysis](#)
- [The Toulon HIA Saint-Anne center hemodialysis](#)



#### **Hemodialysis in medical dialysis units**

The medicalized dialysis unit (UDM) welcomes you when your state of health requires the presence of a nurse but not the permanent presence of the nephrologist during hemodialysis. The medicalized dialysis unit can accommodate you when traveling or on vacation.

- [The Brignoles medical dialysis unit](#)
- [The Fréjus medical dialysis unit](#)
- [The Hyères Jean Hamburger medical dialysis unit](#)
- [The Toulon HIA Sainte-Anne medical dialysis unit](#)
- [The Toulon Saint-Michel medical dialysis unit](#)



#### **Day or evening self-dialysis units**

In this type of unit, you participate in your treatment after completing an apprenticeship for a few weeks. Depending on the autonomy you have acquired, a nurse will help you perform certain actions during the session, such as arteriovenous puncture and / or disconnection.

- [The Brignoles self-dialysis unit](#)
- [The Fréjus self-dialysis unit](#)
- [The Toulon HIA Sainte-Anne self-dialysis unit](#)



#### **Night self-dialysis units**

Night dialysis sessions allow you to combine professional life, essential rest and treatment constraints thanks to long night sessions. Dialysis schedules can be adapted, taking into account the organization of the service, your wishes and the prescribed duration of your sessions.

- [The Fréjus night self-dialysis](#)
- [The Hyères Jean Hamburger night self-dialysis](#)



## At your home

### Home hemodialysis

After a training period of a few weeks to a few months, you have become very independent and able to take care of all the necessary actions for your home treatment, accompanied by a member of your entourage. Today, AVODD also offers you an innovative daily hemodialysis method with new generation equipment (Nxstage®).

This training is provided in the education department of :

- [Jean Hamburger dialysis center, Hyères](#)

### Peritoneal dialysis

You can perform this technique totally by yourself and at your home, after a period of training. You can get help from a third party, spouse or parent, who in this case must also benefit from a training period. If you live alone, you have the option of being looked after by a private nurse, previously trained in peritoneal dialysis.

This training is provided in the education department of :

- [The Fréjus center hemodialysis](#)
- [The Hyères Jean Hamburger center hemodialysis](#)



## The therapeutique education program

AVODD is developing its therapeutic education action (ETP) with patients followed in nephrological consultations, from the moment chronic renal failure is announced. The objective of the ETP is to allow the patient to understand their disease, their treatments and to have an effective self-management of their state of health. To slowdown end-stage chronic renal failure, and to help them to promote a longer normal health and activities.

### ◆ THE MÉDICAL TEAM

Nephrologists will provide the treatment and care you need, give you all the necessary information relating to the evolution of your state of health.



### PARAMEDICAL STAFF

#### The nursing team

- The **Director of Care Pathways and Quality** manages the various care services. She organizes and coordinates all nursing care.
- The **health manager** organizes and coordinates the care of his unit. He is at your disposal for any information.
- **Nurses, caregivers and service agents** are there to answer your questions. You will also see students participating in the activity of the health care team.
- The **medical secretary** has a reception, information and communication role. She ensures the proper management of your medical file.
- The **dietitian**: A dietetic consultation for you and those around you is scheduled on your arrival. To supplement the work of the kidneys, it is necessary to adapt your diet. Personalized advice will help you follow the recommendations while maintaining the pleasure of eating. In addition, a nutritional assessment is organized every quarter to monitor your diet.
- The **psychologist**: She meets you on your arrival and remains at your disposal and that of your entourage throughout your care.



- **Social referent** : In addition to medical problems, dialysis can cause difficulties in your everyday life : in your professional life (organization of working time, reorientation ...), in your place of life (adaptation of housing, sanitary conditions ...). The social referent intervenes more generally to accompany you in your exchanges with the administrations and social organizations, in the assembly of the MDPH file, requests AAH, APA, housekeeper and carrying of meals, social housing.... If you have any difficulty whatsoever, do not hesitate to contact her. She will accompany you in order to find the most suitable solution for you. A welcome interview is set up systematically in the first months of your care.

## Also participate in your care :

- **The technical service team** : They ensure the maintenance of the park of dialysis generators distributed in the different units and among patients at home as well as of the water treatment systems.
- **The pharmacy service team** : Its ensures the dispensing and delivery of equipment and drugs to the units and patients at home

**Each member of the medical and paramedical teams wears a badge that lets you know their name and function, in order to personalize the exchanges.**







### Have news during the first dialyses sessions

During the first sessions, your family may wonder how the session is going and wish to contact the care service. Do not hesitate to contact us (unit contact details on page 3)



### Information meeting for the entourage

A lot has changed after you have started dialysis. We invite your loved ones to an information and discussion meeting to talk, understand and adapt to this new treatment. A nurse, a dietician and a psychologist intervene on this occasion.

*"What exactly is dialysis? For the holidays, how do we organize our life? And now that the dialysis is here what can we eat? He's sad, angry how can I help him? "*



### Visits

Asepsis and the specific organization associated with the treatment only allow visits from a member of your entourage. If applicable, their details will be communicated to your family or friends by the nurse in charge or the unit's health manager.



### Snacks

You will be offered an enhanced snack at each of your residential hemodialysis sessions. A hearty breakfast or snack, depending on whether you are on dialysis in the morning or afternoon, consisting of salty and sweet foods.



### Television

Dialysis rooms are equipped with televisions that are free to access. To respect everyone's comfort and tranquility, you are advised to equip yourself with individual headphones.



### Outfit/ changing rooms

You are advised to wear comfortable clothing suitable for dialysis and to avoid tight long sleeves. It is more comfortable to bring slippers, reserved for use in session. For night dialysis sessions, your outfit should also be correct. A personal locker room, lockable, is at your disposal for the duration of the session to store clothes and personal belongings, which must not be kept in the dialysis rooms.



### WIFI

Wifi is available on Hyères, Toulon Saint Michel and Brignoles units. To benefit from it, please make a request to the nursing staff who will give you the conditions of use in advance.



### Cults

You can receive a representative of your cult. If you wish, send your request to the health manager of the department.



### Experience sharing

At your request, people on dialysis can share their experiences with you. To join one of them, all you need to do is ask a member of the healthcare team.



### Meet the nephrologist

Your family members can meet with the nephrologist after making an appointment with a medical secretary.



### Fire safety

AVODD takes all applicable fire safety regulations. Evacuation plans are posted in each of the dialysis units and on each floor of the Jean Hamburger center.



### Hygiene instructions

Personal hygiene is very important, a shower at home, before the session is recommended. It is necessary to wear clean clothes, if possible reserved for dialysis, with short sleeves, to facilitate the obligatory washing of the fistula arm, asepsis and puncture.



### Alcohol – Tobacco

The consumption of tobacco and alcoholic beverages is strictly prohibited in collective premises and in dialysis rooms (Law of 01/10/199 and Decree of 05/29/1992).



### Illicit detention

The possession and introduction of knives or firearms, illicit substances or any other dangerous material is prohibited.



## Téléphone

Please keep your phone discreet so as not to disturb other patients and turn it off during medical visit.



## Deposit of money and value

The deposit of money and valuables is not possible in the context of an outpatient hospitalization. It is therefore recommended not to bring money or valuables during the sessions. AVODD cannot be held responsible for any loss or theft. The same is true for glasses, hearing aids and dentures.



## Membership of AVODD

AVODD is a so-called "Law 1901" Association, that is to say a non-profit organization. The annual membership fee is € 2. AVODD Solidarité is a section of AVODD which can help, within its means, patients with temporary difficulties.



## AVODD Leisure

This section of AVODD organizes outings and trips every year. During these trips, your dialysis sessions are scheduled.



## Partner associations

AVODD is in partnership with associations that can help you. Each has a specific mission within the establishment and can intervene on request. Do not hesitate to discuss it with the staff, who can provide you with information or tell you what to do.



## FRANCE REIN (ex FNAIR)

This national association, declared to be of public utility, brings together all the associations with renal failure in France and its action with the authorities is essential for the defense, rights and the pursuit of quality treatment for dialysis and transplant patients. It publishes a quarterly review "Lines of Life". Information is available from the medical secretaries.



## L'ADOT 83 (Human Organ and Tissue Donation Association)

Information available from the medical secretaries



### ◆ KEEPING YOUR FISTULA IN GOOD CONDITION IS ESSENTIAL.

## ALWAYS INDICATE THAT YOU HAVE AN ARTERIOVENOUS FISTULA

### **What to do before the session and upon arrival in a dialysis center ?**

- Maintain good hygiene by washing hands and fistula arm with mild soap and water. Clean skin prevents bacteria inoculation and infections during injection.
- For dialysis, wear clothing with short sleeves. Clothing must be comfortable and likely to be stained (antiseptics, blood)

### **What to do during the dialysis session ?**

- Report any abnormalities (bleeding around the needles, pain etc...) to the nursing staff.
- Avoid sudden movements, do not bend the fistula arm, which may harm the fistula, displace the needles and cause hematoma.
- For better control, keep the arm of fistula uncovered.

### **What to do at the end of the dialysis session?**

- If you compress the injection points yourself, it is necessary to protect your hand with a disposable glove.
- At the end of the dialysis session, it is necessary to wash your hands with mild soap or use a hydroalcoholic solution as soon as the glove is removed in order to clean any blood. These are essential measures which make it possible to avoid bacterial and viral contamination.

### **What to do after the dialysis session?**

- The dressings put in dialysis on the injection sites must be maintained for 6 to 8 hours. When a circular bandage is used, it is advisable not to sleep with it and to remove it as soon as possible but never just before bed (risk of bleeding while sleeping). **DO NOT BRUTALLY REMOVE THE DRESSINGS.**
- If hemostatic dressings are used, remove them the next morning while washing.
- Avoid scratching or removing scabs formed on the puncture sites.
- Watch the color and appearance of the injection sites and the surrounding skin.
- Report any anomalies to the healthcare team.

## WHILE YOU HAVE A FISTULA

- Have your nephrologist specify where the anastomosis of your fistula is located.
- Make sure, daily, that your fistula is functioning properly by feeling its quivering under the skin. If you have the impression that is not working : TELL YOUR NEPHROLOGIST IMMEDIATELY.
- Protect the fistula arm from trauma and harm, especially when working with sharp or DIY instruments, by wearing thick clothing or a loose bandage.

## IN CASE OF BLEEDING

- DO NOT PANIC. Compress strongly with a compress, a piece of thin tissue or even directly with the finger or hand if the bleeding is severe.
- If bleeding persists : CALL A DOCTOR OR 18.
- **DO NOT COMPRESS ABOVE BLEEDING OR TURN UP**
- ALWAYS INFORM YOUR NEPHROLOGIST.

## REMINDER

- Systematically cut your nails.
- Wearing jewelry, watches, bracelets or tight clothing over the fistula is not recommended.
- Do not take blood pressure, or blood test from the fistula arm.
- Avoid falling asleep on the arm with the fistula.
- Avoid tattoos and acupuncture.
- Do not carry bags or heavy objects with the fistula arm.
- Do not expose the fistula to the sun (wear long sleeves and use full screen sun cream)



## 07 | ADMINISTRATIVE FORMALITIES

The **medical secretary** of your unit will contact you during your first dialysis session, in order to carry out the various administrative formalities and provide you with the information you need. You must bring the following documents :

- Identity document ( passeport or residence permit).
- Vital certificate (paper cetificate)
- Membership card, if you are affiliated to a complementary mutual.

The medical secretary can assist you with following administrative procedures :

- Initial request or renewal of long-term condition (100% ALD). Request to be made to your declared attending physician (treatment protocol form)
- A medical transport prescription, by professional seated transport (TAP), ambulance or private vehicle, can be established by the nephrologist depending on your state of health. To be collected from the medical secretaries.

### Medical transport



You have the free choice of the company that will take care of you, in accordance with the prescription made by the doctor (art. L 1110 - 8 of the CSP). You organize your transport in this way and can of course request the assistance of the medical secretaries who can provide you with a list of medical transport providers.

### Non-disclosure of your presence

You have the option of requesting that your coverage at AVODD is private by requesting that your presence to be non-disclosed. This non-disclosure covers the possibility of not communicating any data held by our establishment to a third party (family, relatives, doctor, employer, etc.). To do this, all you need to do is to tell the medical secretaries during the admission formalities (note that you can change your decision at any time).

### ◆ 1 - QUALITY AND CERTIFICATION APPROACH

All the staff are united by the same requirement to provide you with care in an environment of quality and safety. For this, a certification process has been in place at AVODD for several years.

The last result can be viewed on the website of the High Authority for Health (HAS) [www.has-sante.fr](http://www.has-sante.fr). Each year a satisfaction survey is distributed to you in order to collect your assessment and your comments on the various aspects of your care.

The results are presented to you at the association's annual general meeting and made available to you from the quality department.



### **The assessment of professional practices (EPP)**

This function aims to continuously improve the quality of care and service provided to patients by healthcare professionals. It consists of the analysis of professional practice with reference to recommendations and according to a method developed or validated by the High Authority for Health (HAS) and includes the implementation and monitoring of actions to improve practices. AVODD staff, and more particularly nephrologists, are involved in this continuous improvement process.

## ◆ 2 – BODIES

Many bodies participate in the operation of AVODD. They intervene in particular on the quality of care and support :

### **The Users Commission (CDU)**

(décret n2016-726 du 1er juin 2016).

- CDU is a forum for dialogue between the representatives of the users and the professionals of establishment. It is primarily responsible for questions relating to the conditions of your care, whether in the field of care, the material conditions of your hospitalization or the reception that has been reserved for you.
- CDU ensures that users' rights are respected and facilitates their procedures.
- CDU, in its area of competence, formulates recommendations recorded in an annual report, transmitted to the Board of Directors of AVODD and to the Regional Health Agency (ARS).
- CDU participates in the development of the Quality and Safety of Care Policy.

### **It is therefore informed in particular :**

- Complaints and claims as well as as the follow-up given to them.
- Requests for access to medical file
- Of the results of users satisfaction surveys

### **What is the quality of patient care ?**

It consists in evaluating the quality of your care and logistics services in order to identify areas for improvement, in particular through the distribution of satisfaction questionnaires.

## ◆ CONTACTS

If you have any difficulties, your main contacts are : Your nephrologist or the nursing manager of the department. To contact user representatives : [contact.usagers@avodd.fr](mailto:contact.usagers@avodd.fr) In the event of a major dispute : You can also contact the CDU by sending your letter to the director of AVODD (contact details on the back).

An answer will be given to you as soon as possible.



**For file requests, ask the CDU secretary 04 94 12 83 83**



## ◆ COMPOSITION OF THE USERS' COMMITTEE (CDU)

COMPOSITION		User representatives	
M. Christophe MALTOT	Président	Mme Danielle BIDON	Holder
M. Robert COPOLA	Vice-Président	Mme Dominique COPOLA	Holder
Dr Denis LERDA	Mediator nephrologist holder	Mme Paule GALEA	Substitute
Dr Hans van der PIJL	Mediator nephrologist substitute		
Mme Anne BOURGEOIS	Mediator non nephrologist holder	M. Denis WARTER	Substitute
M. Sébastien BARON	Mediator non nephrologist substitute		
Mme Sandrine VALLIN	Director of care and Quality Advisory member		
Mme Aurélie LALOUX	Quality manager Risk management Advisory member		
Mme Sandrine SALVERT	Secretary CDU		

### **The Healthcare Associated Infections Committee : CLIAS**

This committee set up within AVODD in 1998 is responsible for preventing and monitoring nosocomial infections. It defines the hygiene information and training actions. Hygiene is everyone's business. The prevention of these infections is based on the strict and sustained application of hygiene rules in the care units and in particular by the practice of good hand washing both by all the staff, as by all the patients according to the procedures in force.

**Each year the CLIAS sets up an action program ; it is accessible from the public health nurse.**

### **The Pain Relief Committee : CLUD**

This committee works on improving the quality of preventive, curative and palliative care for patients' acute or chronic pain. Prevention, management and relief of pain are part of your treatment. Do not hesitate to speak up if you are in pain, the medical and healthcare team will suggest the best ways to relieve your pain. This committee made up of doctors, nurses and nursing assistants is at your disposal. The referring nurse will contact you regularly.

Other committees or commissions continuously ensure the safety of goods and people in all health and professional fields (Quality Unit, Food Nutrition Liaison Committee, Health, Safety and Working Conditions Committee, Medicines Commission , Quality and safety of care committee, ethics group, etc.)

### ♦ 3 – COMMITMENT CONTRACT AGAINST PAIN

#### **Article L.1110-5 OF THE Public Health Code :**

*"...everyone has the right to receive care aimed at relieving pain. This must in all circumstances be prevented, assessed, taken into account and treated...»*

**At AVODD, we are committed to taking charge of your pain: To have less pain, no more pain, it is possible. You are afraid of being in pain ... preventing, treating or relieving your pain is possible.**

**Prevent :** Pain caused by certain treatments: fistula injections, dressings, ... Pain sometimes linked to a daily gesture such as a simple movement ...

**Treat or relieve :** Acute, chronic pain such as back pain, migraine , joint pain and any other pain that requires specific treatment.

Not everyone reacts in the same way to pain; it is possible to measure its intensity. To help us better adapt your treatment, you can tell us "how much" you have pain by answering the questions asked by the healthcare teams during your dialysis session: We will help you to calm or reduce your pain :

By explaining to you the care we are going to give you and how it will take place :

- Using the most suitable drug treatment (s) for your kidney disease
- By offering you other non-drug methods such as relaxation, massage, psychological support, RESC...

**Your participation is essential we are here to listen to you, support you, help you, you are in pain ... your pain, let's talk about it.**

## ◆ 4 - OUR COMMITMENT TO SOCIETAL AND ENVIRONMENTAL RESPONSIBILITY(RSE)



Beyond its main healthcare activity, AVODD has initiated several months of reflection in order to improve the quality of patient care and the working conditions of employees, by integrating the requirements of sustainable development. This reflection and the work of the working group were concretized in the fall of 2010 by our policy of commitment to sustainable development. It applies to the different dimensions of our activity: care, architecture and equipment, organization, relations with stakeholders ...

### **Our objects are :**

1. Raise awareness and inform staff and patients
2. Promote good practices aimed at reducing our energy consumption and reducing the impact of our activity on the environment.
3. Improve the sorting and treatment of our waste.
4. Favor the most environmentally friendly modes of transport for product deliveries and employee travel in order to limit our greenhouse gas emissions.
5. Increase the use of environmentally friendly products for our activities.
6. Train employees to promote their professional and personal development.
7. Pool experiences.
8. Strive for High Environment Quality (HQE) in future development work on the various sites operated.
9. Monitor the legal and technological aspects of sustainable development.
10. Regularly measure our actions and their effects.

## ◆ 5 – OUR COMMITMENT TOWARDS FRAGILE PEOPLE (OLDER, DISABLED, POOR)

AVODD provides its multidisciplinary team to support you and reduce any social, psychological and / or medical complications and preserve your dignity.

## 09 | YOUR RIGHTS

**Resulting from the law of March 4, 2002, known as law on the rights and the quality of the health system, the rights which are developed there concern you. Beyond the principle of respect and dignity for people and the security conditions that AVODD has always set as imperative, we would like to draw your attention to a few essential points.**

### **The hospitalized person's charter**

The 11 general principles are appended to this welcome booklet. The full document can be sent to you if you request it, or is available on the website: [www.sante.gouv.fr](http://www.sante.gouv.fr) The Braille version can be ordered from the Transcription and Adapted Edition Department of the National Institute of the Young Blind (INJA): [dtea@inja.fr](mailto:dtea@inja.fr).

### **The AVODD patient charter**

This document, resulting from a multidisciplinary reflection, details the commitments of the various services towards the dialysis patient, and vice versa. It is given to you and explained to you on your arrival, along with the welcome booklet. You accept the terms of this charter by signing it.

### **Your right of access to the medical file (articles L. 1111-7 et R. 1111-2 à R. 1111-9 of Public Health Code).**

A medical file is drawn up within the establishment. It contains all your health information. You can access this information by requesting it from management. They can be communicated to you either directly or through a doctor of your choice. You can also consult your file on site, with or without the support of a doctor, depending on your choice. The information thus requested cannot be made available to you before a minimum period of forty-eight hours after your request, but it must be communicated to you within eight days at the latest. If, however, the information is more than five years old, this period is extended to two months. If you choose to consult the file on site, this consultation is free. If you wish to obtain a copy of all or part of the elements in your file, the costs, limited to the cost of reproduction (and of sending, if you wish to send it to your home) are your responsibility. Your medical file is kept for twenty years from the date of your last stay or of your last outpatient consultation.

### **Advance directives (article L. 1111-11 of Public Health Code)**

Anyone of full age can, if they wish, write advance directives in the event that, at the end of their life, they are unable to express their wishes. These guidelines indicate his wishes regarding the conditions for limiting or stopping treatment. They will be consulted prior to the medical decision and their content prevails over any other non-medical opinion. Renewable every three years, they can be canceled or modified at any time in the meantime. If you want your instructions to be taken into account, make them accessible to the doctor who will take care of you in the establishment: entrust them or indicate their existence and indicate the contact details of the person to whom you entrusted them.

## **Anonymity and confidentiality**

We take all possible measures to ensure that your information is kept confidential.

## **The person of trust (article L. 1111-6 of the public health code)**

During your stay, you can designate, in writing, a person close to you in whom you have complete confidence, to accompany you throughout the treatment and the decisions to be made. This person, whom the institution will consider to be your "trusted person", will be consulted in the event that you are unable to express your wishes or to receive the information necessary for this purpose. She may also, if you wish, attend medical interviews in order to participate in decision-making concerning you. Please be aware that you can revoke your designation or change its terms at any time.

## **The person to notify**

The person to notify is a person available during your hospitalization and easily reachable in case of need (logistics). She will not receive any medical information about you. The "Person to be notified" may or may not be the "Person of Confidence".

## **Your complaints, claims, praise, observations or proposals (articles R. 1112-79 à R. 1112-94 of the public Health code)**

If you are not satisfied with your coverage, we invite you to contact the manager of the department concerned directly. If this first step does not bring you satisfaction, you can write a letter by addressing it to : Mr. The Director General of AVODD, 579 boulevard du Maréchal Juin, 83418 HYERES CEDEX who will ensure that your complaint or claim is instructed in accordance with the procedures prescribed by the public health code. He will liaise with the Users' Commission (CDU). He may, if necessary, put you in touch with a mediating doctor or non-doctor, member of the CDU. The mediator (s) will meet with you and your family to discuss the difficulties you are having. In addition to the mediators, the CDU is made up of the director of the establishment and two user representatives (the full list of names of members is available from the medical secretaries). The CDU's mission is to ensure that your rights are respected and to help you in your efforts. In certain cases, it may be required to examine your complaint or claim. In addition, it must recommend to the establishment the adoption of measures to improve the reception and care of hospitalized people and their relatives. To establish these recommendations, the CDU relies, in particular, on all your complaints, claims, praise, remarks or proposals: this is why it is very important, whether you are satisfied or not, to let us know.

## **Right to information (Article 1111-5 of the public Health code)**

You have the right to information about your state of health. This information is the responsibility of your doctor and only emergency or impossibility can dispense it. Everyone has the right to be informed about their state of health, the treatment offered to them, its usefulness, the possible urgency, the consequences, the normally foreseeable risks, the other possible solutions if there are any and the possible solutions. foreseeable consequences in case of refusal. All these elements are developed in the AVODD charter which will be given to you upon your arrival. However if you wish you can be kept in the dark.

## Protection of personal data

AVODD undertakes to collect and use your data in compliance with the applicable regulations relating to the protection of personal data, in particular the European Regulation on the protection of individuals with regard to the processing of personal data (RGPD), and to ensure its security and confidentiality.

### 1 – Definition

Personal data is any information or data that directly or indirectly identifies a natural person (including name, first name, telephone number, email address, identification number, IP address, license plate, etc.). Sensitive data is any data revealing racial or ethnic origin, political opinions, religious or philosophical convictions or trade union membership, as well as genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning the sexual life or sexual orientation of a natural person as well as data relating to criminal convictions and offenses. Data processing is any operation or set of operations carried out or not using automated processes relating to personal data, which includes in particular the collection, recording, organization, storage, adaptation, modification, extraction, consultation, use, communication by transmission, distribution or any other form of provision, reconciliation or interconnection, limitation, erasure or destruction.

### 2 – Collection of personal data

We collect - in a relevant and proportionate way - and process your personal data for the following purposes :

- Safeguarding the vital interests of a person, and / or the performance of a public interest mission
- Execution of legal, regulatory and administrative provisions in force
- Management of your requests for the right of access, rectification, opposition and any other right relating to the use of your personal data.

### 3 – Data controller

The data controller at AVODD is the DPO (Data Protection Officer) [DPD@avodd.fr](mailto:DPD@avodd.fr)

### 4 – Data sharing

Within the strict limit of the processing carried out for the purposes set out in this Charter, AVODD is required to communicate some of your data.

- To service providers / sub-contractors - AVODD may, for example, transmit certain information about you via IT solutions provided by service providers / sub-contractors (for example, care organization software);
- To social and complementary insurance organizations;
- To persons authorized by authorized third parties (medical advisers, experts, supervisory authorities, etc...) All of your personal data is hosted in the European Union. AVODD does not transfer data to countries outside the European Union.

## 5 - Data retention time

Your personal data is kept for the time necessary to achieve the purposes described in this Charter. They are then archived in accordance with legal or regulatory obligations.

## 6 - Your rights

In accordance with applicable regulations, you have the rights below relating to the use of your personal data. These rights may be subject to certain legal conditions, limitations and exceptions.

- **Right of access** : You have the right to obtain confirmation that personal data concerning you is being processed, to obtain a copy as well as certain information relating to its processing.
  - **Right of rectification** : You have the right to obtain the rectification of personal data concerning you which are inaccurate, as well as to have them completed.
  - **Right to erasure** : You can, in certain cases, obtain the erasure of personal data concerning you. This right applies in particular when his personal data are no longer necessary for the purposes for which they were collected.
  - **Right to object** : In certain circumstances, you can object, for reasons relating to your particular situation, to the processing of your personal data.
- 
- **For any process relating to the exercise of your rights**, you can send your request by email: DPD@avodd.fr. You also have the right to lodge a complaint with the Commission Nationale Informatique et Libertés (CNIL).

AVODD has put in place appropriate technical and organizational measures to ensure the security of your data and prevent the risk associated with their violation. AVODD undertakes to inform you, as soon as possible, in the event of a breach of data concerning you that could create a high risk for your rights and freedoms.

**Information sheets are at your disposal (medical secretariat), if you wish to know more about: the rules of accessibility to your medical file, the advance directives, the person of trust, the CDU and on how your complaint or claim will be educated.**

## 7 - Your obligations

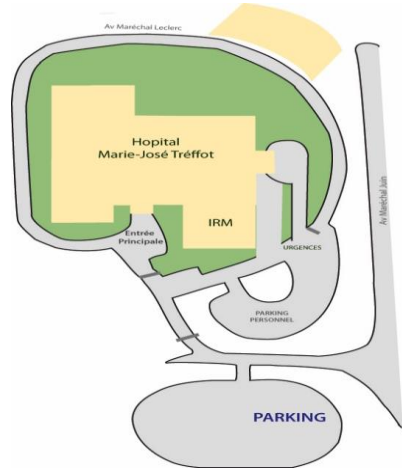
- **Respect the internal rules of AVODD**
- **Follow the treatment once you have consented to it**
- **Respect an obligation of loyalty towards healthcare professionals**
- **Respect the rules of hygiene**
- **Respect the times given to you according to the availability of the service**
- **Respect the people around you, personal and other patients**

## 10 | ACCES PLANS

### ◆ HYÈRES – JEAN HAMBURGER CENTER

Jean Hamburger Center - 579 boulevard du Maréchal Juin 83400 HYERES

☎ 04 94 12 83 83



### ◆ BRIGNOLES

51 Boulevard Joseph Monnier - Hospital Jean Marcel 83170 BRIGNOLES

☎ 04 94 37 01 86

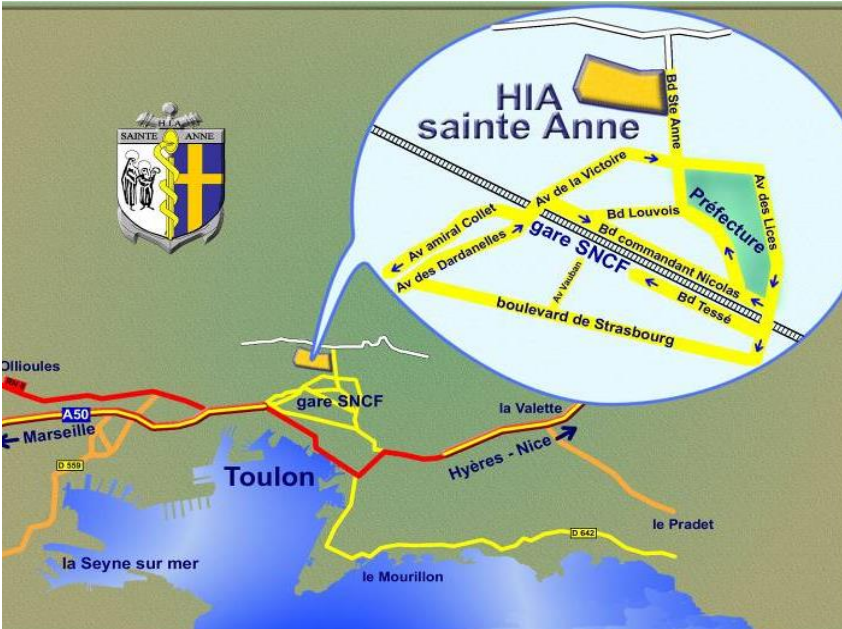




## ◆ TOULON SAINTE ANNE

Inter Army Hospital Ste Anne - 2 Boulevard Sainte Anne 83000 TOULON

☎ 04 83 16 27 66/ 04 83 16 23 40

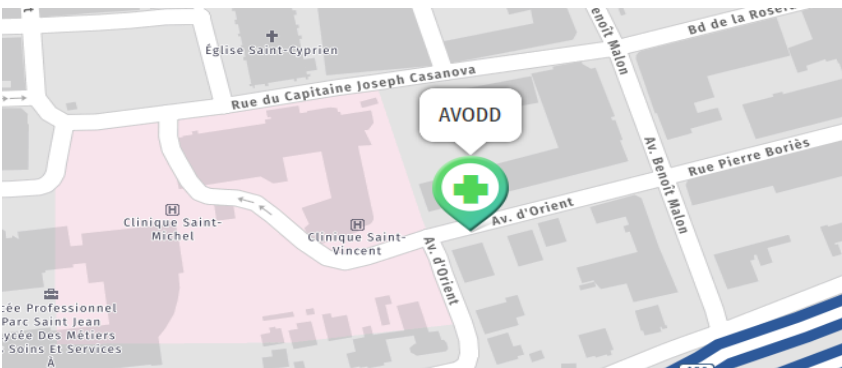


### Parking

You have a P2 car park under the entrance forecourt, where 160 spaces are reserved for you on 6 levels

## ◆ TOULON SAINT-MICHEL

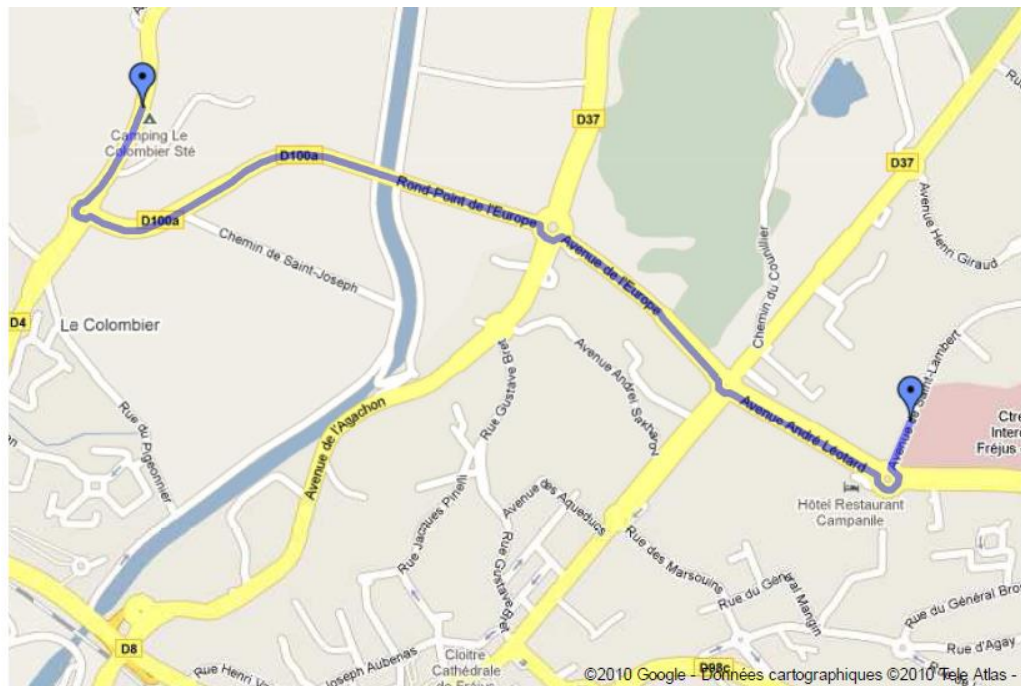
63 Avenue d'Orient 83000 TOULON ☎ 04 94 08 03 84



## ◆ FRÉJUS

Intercommunal Hospital Center of Fréjus - Saint Raphaël

240 avenue Saint Lambert 83600 FREJUS ☎ 04 94 40 22 95/96



## 11 | MEDICAL TRANSPORTS

The nephrologist determines, in the medical transport prescription, the most economic mode of transport and best suited to your state of health and your level of autonomy, in compliance with the transport prescription reference set by the decree. of December 23, 2006.

You are free to choose the medical transporter that suits you, however, opting for an approved organization. Avoids the advance of transport costs.

Possible modes of transport :

- Ambulance
- TAP (Professional seated transport : VSL et taxi)
- Personal vehicle : you can benefit from a mileage allowance in accordance with the scale in force set by Social Security.

In the event of a change of ambulance company, please report it to the medical secretary.

In accordance with Article L.1110-8 of the Public Health Code and Article 3 Chapter II of the Social Security Code

*«Social insured persons have the free choice between all medical transporters ..... »*

On request the medical secretary can provide you with lists of approved medical transporters and taxis approved by the CPAM, which you can also find on the [ameli-direct.fr](http://ameli-direct.fr) website.



## 12 | THE QUALITY WE SHOW IT

### ◆ QUALITY AND SAFETY OF CARE RESULTS CERTIFICATION (SITUATION AT 01/01/2020)

Version de la certification	V2014
Date of last certification	June 2017
Date of last decision	September 2018
Certification level V2014	B Certification with recommendation for improvement



This is an HAS evaluation to evaluate every 4 years the level of quality of organisation and professional practices.

### ◆ NOSOCOMIAL INFECTIONS DASHBOARD

HAND HYGIENE (ICSHA 3)	114%	A
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### ◆ USER SATISFACTION SURVEY RESULTS 2018

Satisfaction	2018
Before entering dialysis	85%
Home in the unit	89%
Care pathway in the unit	86%
Right to information	82%
The care environment	83%

Every year, we distribute a satisfaction questionnaire which allows us to assess the level of appreciation on various items.  
**Return rate : 73 %**

**The general appreciation for the quality of care is 86%.** This results were analyzed by the user's Commission and are the subject of improvement actions. These results are presented at the annual general meeting of AVODD.

# 13 | PATIENT CHARTER

"Every human group derives its wealth from communication, mutual aid and solidarity aimed at a common goal: the development of each one while respecting differences" **Françoise DOLTO.**



## I – CHOICE OF TREATMENT METHOD FOR END-STAGE CHRONIC RENAL DISEASE

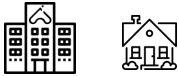
The AVODD commits	The patient commits
<ul style="list-style-type: none"><li>• Inform the patient about different treatment options for the end-stage renal disease.</li><li>• Propose, within the limits of its medical, technical and financial guidelines, the range of dialysis methods necessary for physicians to adapt therapeutic strategies to the changing medical and socio-professional situations of each patient.</li><li>• Allow the patient to express their preference, after full pre-dialysis information relating the advantages and disadvantages of each method.</li><li>• Publicize the reasons for choosing a doctor.</li><li>• Facilitate medical consultations.</li></ul>	<ul style="list-style-type: none"><li>• Accept a change in dialysis method, motivated by scientific progress or the elimination of the treatment technique.</li><li>• Accept, if a change in the state of health requires it, a possible modification of the treatment method due to new medical indications. Another dialysis method may be performed, after proposal from AVODD or by treatment carried out in another care structure.</li></ul>

## II – TRAINING IN THE CHOSEN DIALYSIS METHOD



The AVODD commits	The patient commits
<ul style="list-style-type: none"> <li>• Train the patient in a dialysis education and training unit managed by AVODD and which guarantees:                             <ul style="list-style-type: none"> <li>&gt; Staff competence</li> <li>&gt; Adequacy of consumable material</li> <li>&gt; Adequacy of the water used</li> </ul> </li> <li>• The necessary emergency care Promote autonomy and enlightened knowledge of the patient by offering training sessions.</li> </ul>	<ul style="list-style-type: none"> <li>• Accept the choices offered in terms of training site, schedules and materials used on the condition that they meet the legal criteria for compliance.</li> <li>• Cooperate freely and conscientiously with the medical and care team for its training.</li> <li>• Express their doubts and misunderstandings to allow the care teams to clarify their explanations so that their consent is fully informed.</li> </ul>

## III – HOME OR UNIT INSTALLATION



The AVODD commits	The patient commits
<ul style="list-style-type: none"> <li>• Allow the patient to assess with the training team, the most suitable implantation for home treatment and its feasibility (home hemodialysis and peritoneal dialysis) or be able to visit the proposed treatment unit.</li> <li>• Provide the patient with the most suitable installation for performing the dialysis method.</li> <li>• Take into account the wishes of the patient as much as possible.</li> </ul>	<ul style="list-style-type: none"> <li>• Respect the service constraints related to the organization of care.</li> <li>• Carefully follow the care procedures (and their evolutions) as taught and explained by caregivers.</li> </ul>

## IV – MEDICAL WITHDRAWAL



The AVODD commits	The patient commits
<ul style="list-style-type: none"> <li>• Offer specialized consultations relating to the treatment as soon as possible if necessary, as well as periodic follow-up defined by the doctor.</li> <li>• Suggest to the patient the transmission of paraclinical examinations to the general practitioner of his choice.</li> <li>• Allow the patient to express his wish to be able to reconsider the treatment method</li> </ul>	<ul style="list-style-type: none"> <li>• Follow his treatment seriously according to the written prescription of the doctor (medical treatment, diet, etc.).</li> <li>• Regularly adhere to a determined medical monitoring program, aimed at ensuring that the proposed treatment method remains compatible and appropriate to his state of health.</li> <li>• Respect the program of para clinical examinations determined by the responsible physician and undertake to notify in the event of cancellation.</li> <li>• Provide adequate information to the caregiver to enable him to formulate the corresponding diagnosis and treatment.</li> <li>• Ensure the basic bodily cleanliness required by his substitute treatment. <i>Bernard Hoerni, Michel Bénézech. La presse Médicale 31 janvier 2004 –tome 33 n°2</i></li> </ul>

## VI – TRAVEL AND HOLIDAYS



The AVODD commits	The patient commits
<ul style="list-style-type: none"> <li>• Help the patient to organize his sessions during his various trips to another structure to the extent of the places available for the desired period.</li> </ul>	<ul style="list-style-type: none"> <li>• Plan your trips within a compatible and achievable timeframe (3 to 6 months), taking into account the period and the chosen destination.</li> </ul>

## VII – MANAGEMENT AND MAINTENANCE OF MEDICAL EQUIPMENT



The AVODD commits	The patient commits
<ul style="list-style-type: none"> <li>• Provide each patient with all the equipment necessary for their treatment and comfort.</li> <li>• Maintain all the medical devices for which it is responsible, through regular visits by a specialist technician who performs revisions in accordance with maintenance protocols.</li> <li>• As soon as possible, restore any medical device for which he is responsible in order to allow the patient to carry out his dialysis session in complete safety.</li> <li>• Provide specialized telephone assistance, the hours and operating procedures of which are communicated and explained to the patient</li> </ul>	<ul style="list-style-type: none"> <li>• Respect this equipment without deterioration or waste, by respecting the maintenance instructions.</li> <li>• Comply with the mandatory checks before any use.</li> <li>• Have a strictly personal use of the loaned material.</li> </ul>
<ul style="list-style-type: none"> <li>• Respect waste sorting by following regulatory waste channels.</li> </ul>	

## VIII – CLINICAL STUDIES



The AVODD commits
<ul style="list-style-type: none"> <li>• Inform in writing of all the consequences of participating in a clinical study proposed by a physician.</li> <li>• Obtain the patient's written consent for participation in a clinical study, in accordance with regulations.</li> </ul>



# IX – PARTICIPATION IN THE LIFE OF AVODD



The AVODD commits	The patient commits
<ul style="list-style-type: none"> <li>• Encourage the active and voluntary representation of patients within the Association's bodies in accordance with the statutes recalled in the welcome booklet.</li> <li>• Promote the expression of patients within the Association.</li> <li>• Guarantee the transparency of the choices and orientations of the Association in order to offer patients the best treatment methods at the most efficient cost to the community.</li> </ul>	<ul style="list-style-type: none"> <li>• Respect the institutional functioning of the Association and be able, if desired, to participate in its functioning through the various bodies.</li> </ul>

# X - DISSATISFACTION AND CONFLICT - AVODD



The AVODD commits	The patient commits
<ul style="list-style-type: none"> <li>• To collect and process all complaints, from patients via its various bodies.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate your differences of opinion or disagreements as soon as possible before a break-up situation occurs. Any patient who considers himself to be the victim of harm has the right of assistance from the Commission des Users (CDU).</li> <li>• Send all comments, requests for information and complaints to the Director General of AVODD - Center Jean Hamburger - 579 boulevard du Maréchal Juin 83418 HYERES CEDEX. Accept the principle of dialogue through the CDU.</li> <li>• Give up abusive requests. Their illness does not remove them from their duties towards the community. Like any citizen, the patient must respect public order, internal regulations, other patients, staff and premises (Bernard Hoerni, Michel Bénézech. La presse Médicale 31 janvier 2004 –tome 33 n°2).</li> </ul>

## XI – COMPLIANCE WITH TARIFF LEGISLATION



### The AVODD commits

- Provide, in its structures, dialysis treatments covered 100% by the patient's health insurance fund.
- Respect the tariffs applicable to it, in accordance with the legislation in force.
- Do not ask for any financial supplement, AVODD not providing in the context of the dialysis sessions services for special requirements and without a medical basis.
- Ensure medical follow-up, without additional medical fees to be paid, by AVODD doctors or hospital doctors bound by agreement to AVODD.

## XII : CONSTITUTION OF THE ADMINISTRATIVE FILE



### The AVODD commits

- Respect the confidentiality of the documents provided.

### The patient commits

- Provide AVODD with all the documents required to open its file.

