

Internal rules

The stay at the Valmont clinic is governed by these internal regulations. It sets the therapeutic, administrative and safety guidelines for the stay of our patients. He urges patients and staff to respect it.

ADMISSION, DURATION AND DEPARTURE

All arrivals are confirmed and coordinated in advance by the Admissions department. The duration of the stay is determined by the recommendation of our medical staff and by the duration of care of the guarantor. Any wish to shorten or extend the stay must be communicated to the Reception and Admissions in order to proceed with the validation procedures.

ROOM ALLOCATION AND SAFE BOXES

The room is allocated according to medical needs and the patient's insurance division. The Valmont clinic reserves the right to change the patient's room during his stay for logistical or medical reasons. If the patient wishes to stay in a higher category room, the supplement not covered by his insurance must be paid for by his own means. In this case, the clinic requests that this supplement be paid in advance and for a minimum of 10 days. There are several room categories, the Admissions department remains available for any proposal.

Safes are available to patients in the room and at the Reception to store any valuables. The Valmont Clinic declines all responsibility in the event of theft or loss of any object or money not deposited in a safe.

HOSPITALIZATION COSTS

Orthopedic and neurological rehabilitation is covered by contracted insurance. The Admissions department takes the necessary steps with the guarantors (basic and additional insurance) to confirm their coverage. If the guarantee is not confirmed before entry, we ask to pay this amount in advance, for a minimum period of 10 days. The patient can then apply to his insurance for reimbursement, subject to its deductible as well as his personal contribution. In case of reservation or refusal of full coverage of the insurance, the hospital costs will be charged to the patient.

The costs of hospitalization are sent directly to the health insurance for recovery. They include full board, stay in a room category corresponding to the patient's coverage, therapeutic activities, medical follow-up, nursing care and medication necessary for rehabilitation.

THERAPY PLANNING AND MEDICOTHERAPY GUIDELINES

The planning of therapies is decided on multidisciplinary consultation. Therapies take place from Monday to Friday. On Saturdays, the organization of therapies is not systematic: it remains subject to the medico-therapeutic decision. On Sunday, no therapy will be scheduled. Patients have a duty to follow medical and therapeutic guidelines, in order to guarantee safety and the smooth progress of rehabilitation.

EXPENSES DURING YOUR STAY

Any consumption not included in the hospital package is considered extra and remains the responsibility of the patient. Hotel extras must be paid at the end of or at the latest on the day of departure. We accept the following payment methods: cash or credit cards: Mastercard, Visa, Maestro, Amex, Postcard.

TOBACCO, ALCOHOL, FIRE AND ANIMALS

For security reasons, the Valmont clinic is 100% non-smoking (including the room balconies). It is also prohibited to light fuels. Access to the building with animals is also limited. The areas reserved for smokers and animals are as follows: at the end of the 3rd floor walkway, on the restaurant terrace and in the garden.

We ask our patients to refer to the doctor before any alcohol consumption in the clinic. We also ask everyone to avoid encouraging other patients to share an alcoholic beverage, as some may follow a strict alcohol-free diet.

LIABILITY AND DAMAGE CAUSED

In the event of non-compliance with the conditions, the Valmont Clinic will have the right to shorten or even cancel the stay. The clinic declines all responsibility in the event of damage due to non-compliance with the conditions and reserves the right to invoice the patient for any voluntary or involuntary deterioration caused by the latter during his stay.

Essential on patient rights

In the cantons of Bern, Fribourg, Jura, Neuchâtel, Valais and Vaud

THE RIGHT TO INFORMATION

The patient has the right to be informed in a clear and appropriate manner on his state of health, on the examinations and possible treatments, on the consequences and the possible risks which they imply, on the prognosis and the financial aspects of the treatment.

Upon admission to a health facility, the patient receives, in principle, written information on his rights and duties and the conditions of his stay.

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ADVANCE GUIDELINES AND THERAPEUTIC REPRESENTATIVE

Everyone has the right to make advance directives to specify the type of care they would like to receive or not, in case they are no longer able to express their wishes.

It can also designate a person, a therapeutic representative, responsible for deciding on its behalf on the choice of care to be given to it in situations where it can no longer express itself.

THE RIGHT TO FREE CHOICE

In the case of outpatient treatment, the patient has the right to freely choose the health professional he wishes to address. In principle, he also has the right to freely choose the health facility of public interest where he wishes to be treated. Coverage by basic insurance may however be partial for treatment outside the place of residence or work, as well as for outpatient treatment outside the canton, except in case of emergency or medical necessity.

CONSTRAINTS

In principle, any measure of constraint with regard to patients is prohibited.

PROFESSIONAL SECRECY

The patient has the right to respect for confidentiality.

Healthcare professionals have an obligation to maintain professional secrecy, also known as medical confidentiality. They must keep for themselves the information of which they have become aware in the practice of their profession. Unless otherwise provided by law, they cannot transmit them without the consent of their patient. Professional secrecy also applies between health professionals.

ACCESS TO THE FILE

The patient has the right to consult his file and to have its meaning explained to him. He can get the parts back in principle for free, in original, and can send them to the health professional of his choice.

THE RIGHT TO BE ACCOMPANIED

A patient who stays in a health facility has the right to assistance and advice during the entire period of his stay. He has the right to ask for the support of his loved ones and to maintain contact with those around him. If he wishes, he can call on an outside guide.

ORGAN AND TISSUE DONATIONS

A person can decide during their lifetime to donate their organs for transplant purposes. Organ and tissue donation can never be the subject of commercial transactions.