

TOGETHER AGAINST CANCER, LET'S CHOOSE EXCELLENCE



WELCOME BOOKLET

FOR THE **PATIENT** AND
THOSE **CLOSE TO THEM**

Welcome to the Centre Baclesse

Professor Roman Rouzier
Managing Director



Michael CANOVAS
Deputy Managing Director



Dear Sir/Madam,

The Centre Baclesse welcomes you to one of its departments in order to offer you the best oncology treatment, at the forefront of innovation. Thank you for your trust in us. We are a collective of more than 1,200 professionals entirely dedicated to the fight against cancer, and charged with a triple mission in public service: treatment of course, and also research and teaching. Strong values of humanism and fraternity guide our activity.

Our action also extends well beyond "purely" medical support, since we offer you comprehensive accompanying care: social assistance, psychological support, nutrition and dietetics, adapted physical activity, and many other humanistic measures to care for you throughout your hospital stay.

This welcome booklet introduces you to our establishment and provides you with essential practical information about your care. It also wishes to inform you about your rights.

The professionals at the Centre Baclesse will provide you with specific information at each stage of your treatment pathway. They will be there for you to answer any questions relating to your care. The Meeting and Information Space (Espace de Rencontres et d'Information, [ERI]), located in the lobby, is there to provide you with additional information if needed. You can also ask for help from the volunteer associations at the Centre Baclesse.

We pay great attention to the quality and safety of the care provided at the Centre. We want to know your level of satisfaction with the services provided by the Centre: so, send us your suggestions and comments, positive or negative, by answering the satisfaction questionnaires made available to you for this purpose. "Patient experience" is our driving force, so your guidance helps us improve our practices and organisations.

USEFUL NUMBERS

Operator, 24 hours/day
02 31 45 50 50

In the event of hospitalisation, your loved ones can reach you directly by the telephone in your room.

Feel free to share this number, which is given you upon arrival.

Admissions Office

02 31 45 52 35

Consultations in general, digestive and sarcoma surgery

02 31 45 50 11

Gynaecological and breast surgery consultations

02 31 45 50 11

ENT, cervico-facial and thyroid surgery consultations

02 31 45 50 14

Maxillofacial surgery consultations

02 31 45 50 46

Outpatient surgery

02 31 45 50 50 ext. 53 07

Anaesthesia consultations

02 31 45 50 40

Centralised medical consultations

Breast / Sarcoma / Unknown Primary Carcinoma (Carcinome de Primitif Inconnu [CAPI]) / Endocrinology (Blue section)

02 31 45 40 10

Digestive / Urology / Gynaecology (Green section)

02 31 45 40 20

Thorax / ENT / Neuro-oncology / Onco-dermatology (Orange section)

02 31 45 40 30

Supportive Care consultations (Consultations de Soins de support [DISSPO])

02 31 45 40 02

Treatment pathway Nurses

Breast / Sarcoma / CAPI

02 31 45 86 48

Upper Aero-Digestive Tracts / Thorax / Neuro-oncology / Onco-Dermatology

02 31 45 40 71

Digestive / Gynaecology / Urology

02 31 45 86 74

Medical imaging

Radiology / Ultrasound / CT Scan / MRI / Interventional Radiology

02 31 45 50 34

Mammography

Already followed at the Centre:

02 31 45 50 36

Nuclear medicine

02 31 45 50 32

Radiotherapy - Brachytherapy

02 31 45 50 20

Proton therapy

02 31 24 34 48

Conventional hospitalisation

02 31 45 51 41

Oncology Day hospital

02 31 45 55 10

Clinical research hospitalisation (IRIS Unit)

02 31 45 86 53

Secretariat for mobile palliative care team (Équipe mobile de soins palliatifs [EMSP])

02 31 45 86 06

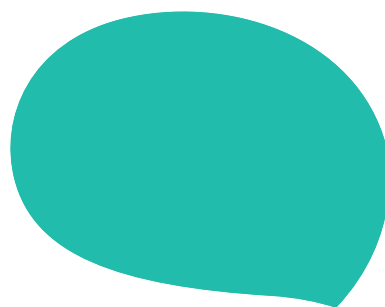
Secretariat for CEMAB (3rd floor)

02 31 45 40 21

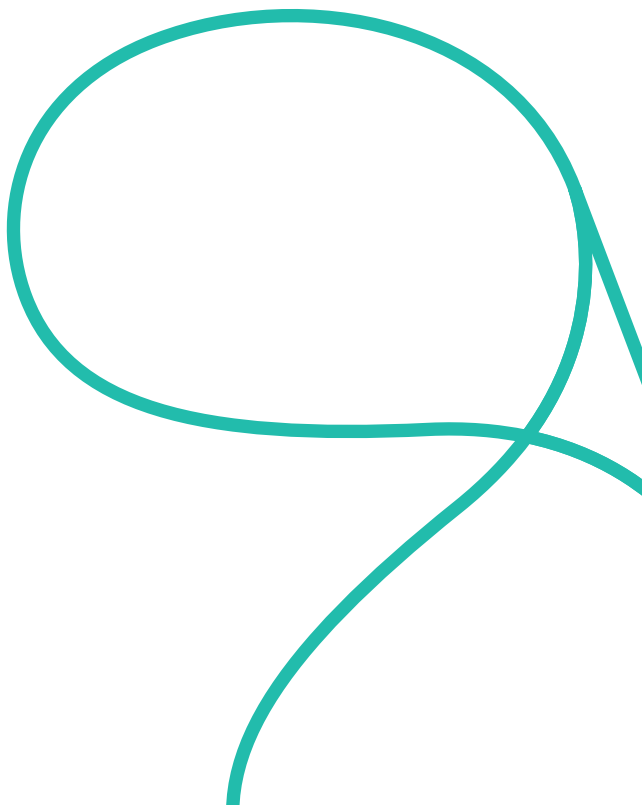
Secretariat for supportive care hospitalisation and Oncology week hospitalisation (4th floor)

02 31 45 86 34

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THE PROFESSIONALS

YOU CAN IDENTIFY THEM FROM THEIR UNIFORM AND BADGE

Professionals are involved at all levels of your care: physicians, paramedical, administrative and technical teams. They ensure continuity of care, performance of examinations, management of accommodations and the general organisation of the establishment.

PHYSICIANS, PHARMACISTS, PHYSICISTS



You will meet a doctor who will be your reference doctor. Throughout your care, they will make the necessary decisions about your treatment with you, after consultation with other team members. During your care, your follow-up will be provided by the multidisciplinary team to whom they have entrusted you.

HEALTHCARE SUPERVISORY STAFF



They ensure the management and the organisation of care as well as liaison with the administration. They are available to hear your requests and advise you.

NURSES



They provide care, exercise constant supervision and ensure your comfort on a daily basis.

NURSING ASSISTANT



ELECTORADIOLOGY TECHNICIANS



They conduct your examinations and certain treatments: radiology, nuclear medicine, radiation therapy.

PHARMACY STAFF



They participate in the preparation, dispensing and management of medications and medical devices.

HOSPITAL HOUSEKEEPING PERSONNEL



They ensure hygiene in the premises.

ORDERLIES



They accompany you on your visits to different departments of the hospital.

FOOD SERVICES STAFF



TECHNICAL DEPARTMENT STAFF



ADMINISTRATIVE DEPARTMENT STAFF

VOLUNTEERS, TRAINEES, AND EXTERIOR STAFF

1.

A CENTRE DEDICATED TO CANCER MANAGEMENT

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THE MAIN CANCER
TREATMENTS 10

YOUR PERSONAL
TREATMENT 11

Humanism
Excellence
Innovation
Fraternity

1.

A CENTRE DEDICATED TO
CANCER MANAGEMENT

Created in 1925, the Centre Baclesse in Caen has been carrying out a triple mission in oncology for nearly 100 years: treatment, teaching and research.

It is one of the top 100 cancer hospitals in the world (Newsweek ranking 2020 and 2021).

Designations and certifications



Accredited as a "Comprehensive Cancer Centre" by the Organisation of European Cancer Institutes (OECI).



Certified A by the French National Authority for Health (Haute Autorité de Santé [HAS]), the highest level.



Designated as a Centre for Early Phases in Adult Oncology (Centre de Phases Précoces en cancérologie adulte [CLIP2]) by the National Cancer Institute (Institut National du Cancer [INCa]).

Status

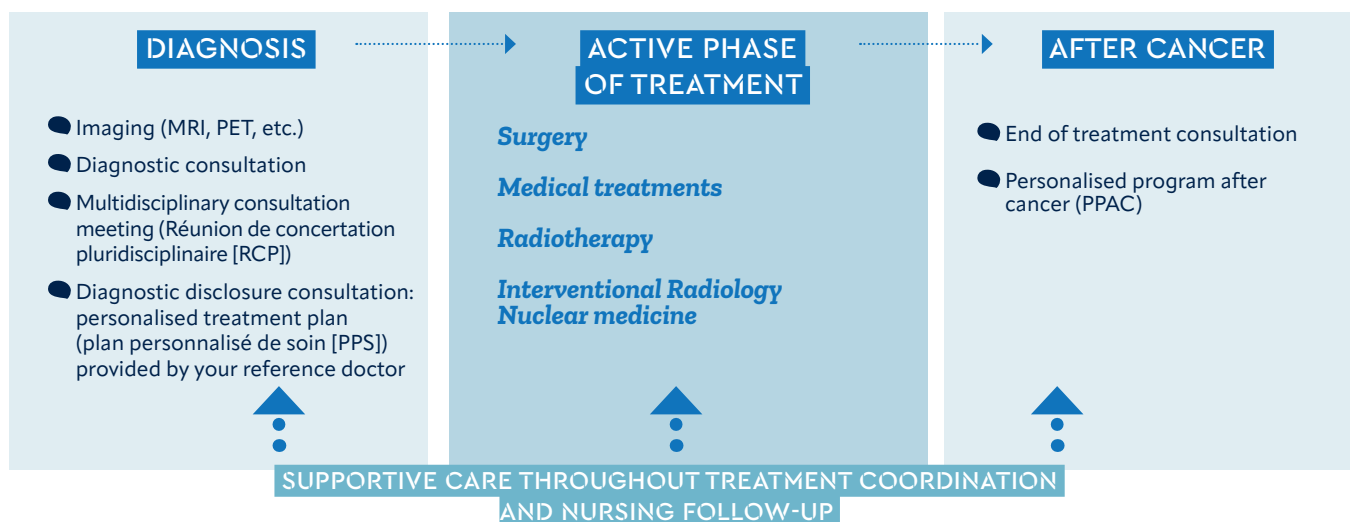
The Centre Baclesse is a non-profit Collective Interest Private Health Institution (Etablissement de Santé Privé d'Intérêt Collectif [ESPIC]). As a public hospital service provider, the Centre Baclesse does not operate in the private sector or exceed fees and applies only standard rates. Its status as a collective interest private health institution allows it to receive donations and bequests under Article L6162-2 of the Public Health Code. The Centre is thus exempt from transfer duties free of charge and is therefore not subject to any tax on the gifts and bequests it receives.

The Centre Baclesse is one of the only 3 centres in France to offer the therapeutic innovation known as proton therapy. Proton therapy is an innovative form of radiation therapy that improves the efficacy and limits the toxicity of certain cancer treatments.

Visit our website for
more information



YOUR TREATMENT PATHWAY



The treatment pathway is based on a multidisciplinary medical team and multi-professional participants, who liaise with your primary physician and community health stakeholders.

YOUR REFERENCE DOCTOR

This is the doctor who, at the Centre Baclesse, will coordinate all the diagnostic and therapeutic stages and your follow-up. They work in conjunction with the Centre's teams and community professionals. They systematically inform your primary physician (with your agreement), at each stage of your treatment.

YOUR TREATMENT PATHWAY NURSES

We have a dedicated team of nurses. They ensure your personalised follow-up throughout the treatment pathway, in permanent contact with the reference doctor and all the professionals involved in your care both inside and outside the Centre, such as: the primary physician, nurse, pharmacist, etc.

Their role is to:

- Complete the information given by the reference doctor,
- Offer you access the Centre's supportive care.

CONTACTS FOR YOUR TREATMENT PATHWAY NURSES

**BREAST / SARCOMA / UNKNOWN PRIMARY CANCERS
(LES CANCERS DE PRIMITIF INCONNU [CAPI])**

Telephone hotline

02 31 45 86 48

UADT* / THORAX / NEURO-ONCOLOGY / ONCO-DERMATOLOGY

Telephone hotline

02 31 45 40 71

GYNAECOLOGY / UROLOGY / DIGESTIVE

Telephone hotline

02 31 45 86 74



*Upper Aero-Digestive Tracts.



Treatment pathway nurses can be found on the 6th floor.

THE MAIN CANCER TREATMENTS

Depending on your state of health, the medical team may propose surgery, medication treatment, radiotherapy or interventional radiology or nuclear medicine treatment. These therapeutic modalities can be performed alone or in combination.

SURGERY

Procedures can be done on an outpatient basis (without an overnight stay in the hospital) or in conventional hospitalisation. The Centre Baclesse has an operating theatre with 6 operating rooms, a preparation room and a recovery room.

MEDICAL TREATMENTS

Chemotherapy, targeted therapies, hormone therapy and immunotherapy are treatments that destroy cancer cells or prevent their development. They are administered either intravenously, most often using an implanted device, or subcutaneously. They are mainly carried out at the Centre or taken at home orally.

RADIOOTHERAPY

The Centre has all the treatment techniques available to date in radiotherapy. The goal of radiation therapy is to destroy tumour cells, while sparing healthy tissue as much as possible.

INTERVENTIONAL, RADIOLOGY AND NUCLEAR MEDICINE

As a preventive and curative measure, two major medical imaging specialties:

- interventional radiology,
- nuclear medicine.

Interventional radiology, under the control of imaging, makes it possible to treat certain tumour lesions using thermoablation techniques or to consolidate bone structures by cementoplasty via certain specific radioactive tracers.

SUPPORTIVE CARE

Supportive care is all the care and support that you may need throughout your illness, combined with specific oncology treatments. During your treatment pathway, your supportive care needs are regularly assessed to offer you individualised and adapted care. You will find all our supportive care on page 16 of this booklet.



Medication delivery at the pharmacy

Some of the treatments prescribed for you are given by the Centre Baclesse pharmacy. Your doctor will specify the treatments concerned.



The pharmacy is accessible from the ground floor by following the "Pharmacy" signs.

Bring your prescription and appointment card. These documents will be requested when your medication is dispensed.

YOUR PERSONAL TREATMENT

You may be undergoing personal treatment (anti-diabetic, cholesterol medications, etc.) and are used to dealing with that yourself.

For your safety, we are responsible for dispensing and administering your treatments while you are hospitalised.

What to do in case of hospitalisation at the Centre?

You must bring your personal treatments and the latest prescription(s) corresponding to your usual treatment.

On the day of arrival at the Centre:

- You must give your personal medication to the treatment team; it will be identified in your name and kept securely by the department.
- You must give your prescription(s) to the treatment team and tell them all the medications you usually take.

Your treatment during your hospitalisation at the Centre

The doctor will adapt your treatment to your state of health. As a result, the medications you will be given may be different (in form, colour, number, etc.) from those you usually take, but of comparable efficacy.

During your hospitalisation, treatment is provided by the hospital pharmacy.



What happens to your personal treatment at the end of your hospitalisation at the Centre?

The department doctor will write a discharge order taking into account your state of health.

The treatment prescribed may be different from the one you had before you were hospitalised. You will need to show this new prescription to your primary physician and/or community pharmacist.

The treatment team will return your personal medication. With your agreement, the medications that were stopped during your stay, and therefore not on your new prescription, will be destroyed by the establishment.

It is important to comply with your discharge prescriptions.

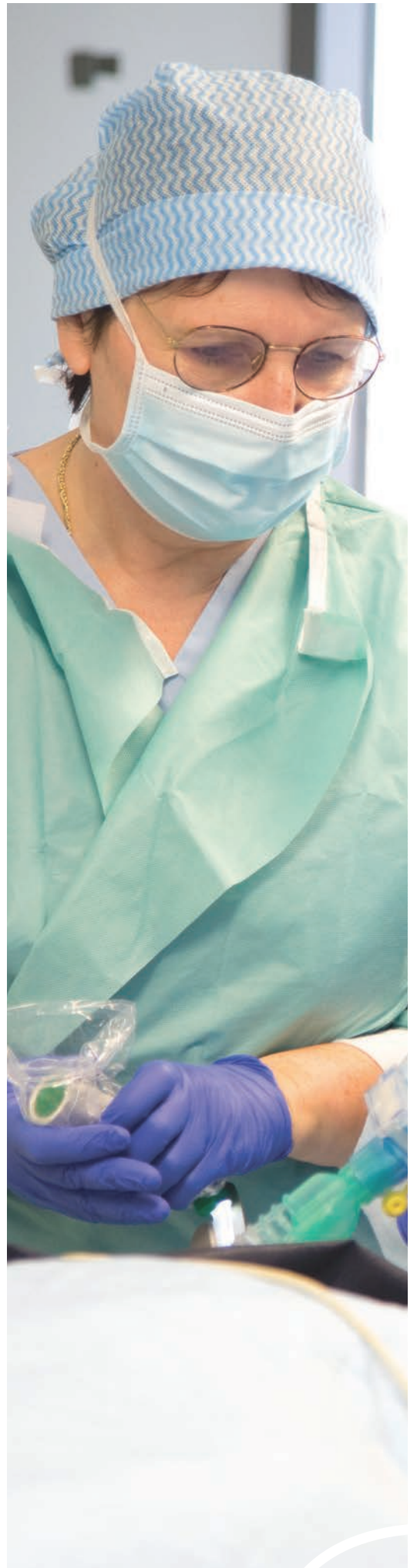
Do not take other medications without medical advice. If in doubt, speak to:

- before you leave the Centre: to the doctor who prescribed your discharge treatment,
- if you have left the Centre: to your primary physician or community pharmacist.

Beware of self-medication



Do not take medications other than those prescribed by the doctor of the Centre and given by the nurse, including herbal products or medications that would be brought by your friends and family, because of the risk of interactions that can lead to serious complications.



2.

BY YOUR SIDE

AT THE CENTRE BACLESSE

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THE MEETING AND INFORMATION SPACE (ERI)

A PLACE FOR LISTENING, FOR INFORMATION AND MEETING AND PATIENT ORIENTATION

Located on the ground floor, opposite the "Café & Compagnie" cafeteria, it is accessible to all and without an appointment.

ERI

You will be welcomed there by Karine Grandin and Charline Feuillet, health staff.

Monday, Tuesday, Thursday
9:00 am - 5:00 pm

Wednesday
9:00 am - 4:00 pm

Friday
9:00 am - 12:30 pm

They can be reached by phone

02 31 45 50 64

by email

eri@baclesse.unicancer.fr

WHAT IS AN ERI?

The ERI is a neutral place, outside of treatment, dedicated to listening, information and exchange.

MISSIONS OF THE ERI



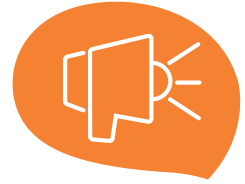
TO WELCOME

To best meet your needs, the ERI must be as close as possible to you. This is why it is located directly at the heart of our health facility.



TO LISTEN

The staff provide attentive listening. They are there to discuss all aspects of the illness with you. You can (patients, relatives, etc.) come and express yourself about what you are experiencing/feeling, and speak freely, without time constraints and in complete confidentiality.



TO INFORM

Health staff are there to provide you with suitable and personalised information according to requests and needs.

You will find:

- information on the illness in general, treatments and their adverse effects, social aspects, all in a language accessible to all;
- information on internal and external resources at the Centre;
- contact details of various local and/or national support and assistance associations;
- various clear and validated information media (paper, video, internet, etc.).



TO EXCHANGE

The ERI is also a meeting space that promotes exchanges between patients, relatives, professionals and associations.

You can:

- participate in general-public panel discussions led by professionals,
- participate in ERI Meetings, thematic workshops between patients supervised by healthcare staff and a health professional.

ERI VISITORS' QUESTIONS

You are being monitored for cancer and you are asking yourself many questions. That's normal. The ERI can answer them and guide you. Here's a selection of the most frequently asked questions, but there are many more. Feel free to come to the ERI.

How do I talk about my illness with my children?

If I lose my hair what are the choices?

Can I have help caring for my children, maintaining my home, getting my groceries?

Do I have to stop working? And what will my income be during my work stoppage?

I don't understand advance directives.

The difference between a CT scan and MRI?

If I have side effects, who can help me?

Since the onset of the disease, my husband is completely lost.

HEART WIGS

The ERI also offers the service of **Heart Wigs** for patients at the Centre Baclesse who have difficulty acquiring a hair prosthesis, a cap, or a turban adapted to their size and taste. This service is made possible thanks to the donations of the Courants de la liberté during the La Rochambelle race.

Mutual support makes it possible to maintain this service, because women, after their treatment, donate their hair prostheses, caps or turbans.



The programme for ERI meetings is available at the ERI. It can also be sent to you by email. You just have to give your email address to the healthcare staff.

THE SUPPORTIVE CARE DEPARTMENT

Supportive care is the care and support needed by patients throughout the disease, in conjunction with specific oncology treatments, where available. It is an integral part of your management in order to improve your quality of life.

The supportive care department includes a consultation service and a scheduled hospitalisation service on the 4th floor and an outpatient medicine department on the 3rd floor (CEMAB).

THE SUPPORTIVE CARE OFFERED AT THE CENTRE

THE CONSULTATIONS

Outpatient consultations take place, unless otherwise stated, on the 4th floor on the left and are managed by the supportive care Consultations Secretariat.



02 31 45 40 02

SUPPORTIVE CARE BASICS



PAIN

Consultations with a specific team in case of persistent pain resistant to conventional treatments.



SOCIAL SUPPORT

The disease can have repercussions on your social, family, and professional life, as well as an impact on your finances. Social workers can help you find solutions tailored to your needs.



PSYCHO-ONCOLOGY

Consultations with a psychologist or psychiatrist, during and after treatment:

- Individual consultations for patients,
- Consultations for spouses or relatives of a patient,
- Children's group, for those with a family member who has cancer.



NUTRITION AND DIETETICS

Dietary or nutritional consultations for undernourished patients or patients at risk of malnutrition.



ONCO-SEXUALITY

Onco-sexology consultations, individual or couple, because cancer and its treatments can disrupt intimacy and sexuality.



ADAPTED PHYSICAL ACTIVITY (APA)

Personalised individual and group sessions supervised by an Adapted Physical Activity teacher.



Adapted Physical Activity

If you are currently being treated for cancer at the Centre Baclesse, you can benefit from free Adapted Physical Activity (APA) sessions.

Adapted Physical Activity is an integral part of treatments and makes it possible to:

- Reduce the risk of cancer recurrence
- Reduce fatigue and improve sleep
- Reduce anxiety and depression
- Avoid weight gain
- Maintain physical conditioning for respiratory, cardiac and muscular function
- Reconcile with your body, regain self-confidence
- Avoid or stop isolation, create or regain social ties

SPECIFIC CARE



STOMATHERAPY

Consultation with a specialist nurse for care management, empowerment in the face of an ostomy, prevention and the management of incontinence.



ONCO-AESTHETICS AND COUNSELLING ABOUT APPEARANCE

Consultations for specific cosmetic care suitable for cancer treatments and its side effects.



PHYSIOTHERAPY

In hospital: sessions to limit the loss of autonomy, fight pain, maintain physical conditioning and promote the return home.



SPEECH THERAPY

Consultation for rehabilitation: voice, speech and swallowing.



COGNITIVE STIMULATION

Workshops led by neuro-psychologists to recover memory and concentration that can be impaired by treatments.

MOBILE PALLIATIVE CARE TEAM (ÉQUIPE MOBILE DE SOINS PALLIATIFS [EMSP])

This is a multidisciplinary team that intervenes with patients suffering from a serious and progressive life-threatening disease in the advanced or terminal phase.

The goal of palliative care is to relieve physical pain and other symptoms, and also to take into account psychological, social and spiritual suffering. They are concerned with the patient, their family and loved ones.



Secretariat

02 31 45 86 06

OTHER SPECIALTIES



ONCO-GERIATRICS

For patients over 75 years old: a specialised team carries out an assessment to adapt treatments according to age-related fragilities.



ADDICTOLOGY

A consultation to help you with the withdrawal from your addictions (tobacco, alcohol, etc.).

COMPLEMENTARY APPROACHES



MESOTHERAPY

Use of injectable medications to treat pain after surgery or radiation therapy.



FOOT REFLEXOLOGY

Pressure technique to relieve: pain, side effects of treatments, stress, anxiety, etc. at the reflex points of the foot.



SOPHROLOGY

Psycho-corporeal method to work on breathing, muscle relaxation and mental imaging.



AURICULOTHERAPY

Placement of semi-permanent needles on the pinna of the ear, treatment of different symptoms: hot flashes, dry mouth, nausea, anxiety, taste and smell disorders, etc.



*The Centre offers
6 sophrology sessions
that you can listen to on
YouTube whenever you want:*



SMOKERS, WE'RE HERE TO HELP...

The Centre Baclesse is a tobacco-free health centre affiliated with the RESPADD addiction prevention network.

During your hospital stay, we can help you avoid smoking by using a nicotine patch, if you are addicted. Talk to your doctor or caregiver.

If you wish to continue your withdrawal after you leave the hospital, smoking cessation assistance consultations are available at the Centre.

An appointment can be made by the staff or by yourself:

Medical or nursing consultation for smoking cessation help >>

Lieu de santé
sans tabac



02 31 45 40 02

VOLUNTEER ASSOCIATIONS

Three voluntary associations offer assistance in care services.



02 31 45 50 50

Ext. 59.10

(During office hours).

Pierre and Marie Curie Committee

Management and activities of the patient library.

Free loan of books (novel, adventure, biography, history, illustrated books, religion, comic book, thrillers, manga, science fiction) and magazines.

A volunteer is present in the library room to welcome visitors (patients, relatives). Other volunteers visit inpatient departments to offer reading to patients who cannot come to the library.

**Open Tuesdays
2:00 pm - 3:30 pm
On the 6th floor**

(Turn to the left
when exiting elevators).



 **les
blouses
roses**

**lesblousesrosescaen14
@gmail.com**

06 73 29 55 22

Les Blouses Roses (The Pink Blouses) – Caen

Playful and creative activities with patients.

The Pink Blouse volunteers offer hospitalised patients:

- **Room visits**
(Wednesday and Thursday afternoons):
exchanges with patients and visitors,
distribution of gifts.
- **Musical presentations**
(Wednesday evening):
songs with musical support.



Listening Presence (ASPEC)

Meetings with patients.

The Palliative Care Association in Calvados (L'Association Soins Palliatifs en Calvados [ASPEC]) is an association of volunteers for listening and support in palliative care. They work in hospitals, homes and nursing homes.

At the Centre Baclesse, ASPEC is available for listening to patients and their loved ones.

Volunteers work in each department in the afternoon on weekdays.

02 31 45 50 50

Ext. 52.27

aspec14@free.fr

***The Centre also works in partnership with other associations.
To find out about support and assistance associations
for patients, inquire with the ERI.***

RELIGIOUS ASPECTS

A place of meditation is available to the users of the Centre.

Representatives of different denominations may, at your request, visit you at the Centre Baclesse. Ask your healthcare team, they will be able to provide you with information.

**Located in the
lobby on the left,
just past the ERI.**

Available 24 hours/day

DISABILITY AND CANCER

Baclesse is by your side.

The Centre Baclesse offers patients with disabilities who wish to do so, specific support, which aims to promote access to care and streamline the treatment pathway at the Centre.



To contact us:

handicap@baclesse.unicancer.fr

06 62 44 92 87

**(Calls and text messages possible for patients
unable to communicate verbally)**

Disability referrals:

- Karine Grandin
- Marion Pesrard





3.

YOUR DAILY COMFORT

CAFETERIA AND PRESS KIOSK	24
INTERNET	24
TELEVISION	24
TELEPHONE	24
MAIL	24
GREEN OCEAN THERAPEUTIC GARDEN	25

Cafeteria Press kiosk

**Monday to Friday
8:00 am to 7:00 pm***

**Saturday, Sunday
and public holidays
11:00 am -
6:00 pm***

CAFETERIA AND PRESS KIOSK

These services are provided by Café & Compagnie located in the lobby entrance to the Centre.

Café & Compagnie offers beverage and snack dispensers in the relaxation area. They are available 24 hours a day.

*These hours may change depending on the health situation



INTERNET

You can connect to the internet for free on the WiFi-Patients network.



TELEPHONE

The rooms are equipped with a phone and you can be called without charge from the outside.

TELEVISION

During a typical hospitalisation, you can have access to a range of television channels.

***A single rate is applicable,
at your expense or that of your
supplementary health insurance.***



MAIL

You can send and receive mail by post during your hospitalisation at the Centre Baclesse.

Send the postal address of the Centre to your correspondents, indicating your inpatient department.

Guaranteed distribution from Monday to Friday.

Booking and payment



Café & Compagnie
Ground floor of
the Centre



GREEN OCEAN THERAPEUTIC GARDEN

Accessible from the lobby of the Centre Baclesse, this 700 m² garden is **OPEN 24 HOURS A DAY** for patients at the Centre and their loved ones.

The garden is equipped with electrical outlets to which you can connect your medical devices.

In an emergency, you can call the Centre's security agents for help by pressing one of the 'Security Alert' buttons along the garden promenade.

***On sunny days,
presentations
or workshops can
be organised for patients
and their loved ones
in this garden.***



***Inquire
at the ERI.***

INSTRUCTIONS TO BE RESPECTED

- There is no smoking in the garden.
- Children must be supervised by an adult who will ensure observance of children's play safety instructions.
- Pets are not allowed in the garden.
- Please respect the plants and furniture.





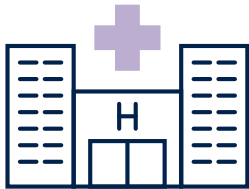
YOUR STAY

AT THE CENTRE BACLESSE

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YOUR ADMISSION

Admissions Office



8 a.m. to 5 p.m.

**Monday
through Friday**

At each of your visits, introduce yourself to the welcoming hostess in the lobby, who will guide you.

IT'S YOUR FIRST TIME AT THE CENTRE BACLESSE

CREATING YOUR ADMINISTRATIVE FILE

To create your file, the admissions office agent will ask you for the following documents:

- an **official ID** (national identity card, passport),
- your **health insurance card** (carte vitale),
- A valid **supplementary health insurance card**.

Outside admissions office hours, please contact the "Operator - PC Security", also located in the lobby.

PIN

The admissions office will give you an **appointment card** containing your **personal identification number (PIN)**. You will be asked for this appointment card and your PIN at each visit or telephone call to the Centre.

THE CHARTER FOR IDENTITY MONITORING

The regional identity monitoring charter requires healthcare professionals to work on the basis of patients' birth names.

For their safety and the quality of care, everyone must "ensure that they are well identified by caregivers" throughout their stay.

Your identification is the first essential and fundamental step before any treatment activity.

This is why:

- an **ID** is requested when you create your file,
- an **identification wristband** will be placed for any hospitalisation,
- your **surname, first name and birthdate** are **frequently requested**, at every step of the treatment.

Feel free to identify yourself with each new step of your treatment pathway.



ANONYMITY

You can ask the admissions office for non-disclosure of your presence within the establishment, as well as the non-receipt of phone calls.

YOUR CONTACT DETAILS

Report any change of address or contact details (phone, email) to the secretariat of the department that's treating you. The postal address and email address you provide may be used by the Centre to contact you for survey purposes.

YOUR ROOM

In routine hospitalisation, you may be hospitalised in a room with one or two beds. If you ask for a single room, the daily additional charge may be charged to your supplemental insurance, within the limit of its coverage.

MEDICAL TRANSPORT

Medical transport is covered by Health Insurance* or by the establishment, provided that it is justified by your state of health and has been prescribed in advance by a doctor at the Centre.

The medical prescription for transport is not a systematic right.

No transport can be carried out without this prior prescription, unless the patient decides to bear the cost.

*If you are socially insured

SECURITY FOR YOUR MONEY AND VALUABLES

It is not advisable to bring items that are not essential to your stay (money, jewellery, chequebooks, other valuables, etc.). All these personal effects are thus placed under your sole responsibility. In the event of loss, theft or damage, the Centre cannot be held responsible.

For objects essential to your stay, any hospitalised patient can, upon entry, make a secure deposit during the stay with the treasurer of the establishment. Talk to the staff of the department that welcomes you to find out more about this.



PREVENTION OF HEALTHCARE-ASSOCIATED INFECTIONS

What are healthcare-associated infections?

These are infections acquired during treatment. When acquired in hospital, they are called nosocomial infections. These infections can be caused by your own microbes (which are naturally present on your skin, in your digestive tract, mouth, etc.) or by microbes transmitted by the hands of caregivers, medical equipment or the environment. They can be promoted by the provision of complex care and by a fragile state of health. Preventive measures exist to prevent their occurrence.

How can these infections be prevented?

**Caregivers make every effort to avoid these infections.
But patients also have a role to play in prevention
of healthcare-associated infections!**



HYGIENE FOR HANDS

Hydro-alcoholic preparations are also there for you! Use them before and after meals, after going to the toilet or blowing your nose, when leaving and returning to your room (if your hands are soiled, use soap and water).



THE MASK

When you have a cold, you must wear a mask in the presence of another person or to leave your room. During periods of respiratory virus circulation, **everyone may be asked to wear a mask** by the Centre Baclesse. Please respect the indications of the team or the display present on this subject in the establishment.



COUGHING OR SNEEZING

Cover your mouth with your hand or a disposable tissue, throw used tissues in the trash, wear a surgical mask outside your room if you cough a lot (ask caregivers).



The act of **MANIPULATING CATHETERS, URINARY CATHETERS, DRESSINGS**, etc.

increases the risk of contamination.

If you have any discomfort because of these devices, report it to the team who will take the necessary action.

YOUR DISCHARGE FROM HOSPITAL



Discharge preparation is carried out in conjunction with you, your loved ones or caregivers. Professionals take into account your environmental and social living conditions in order to best organise your discharge.

A discharge plan is proposed for you. It is designed to continue your care beyond the Centre.

DISCHARGE LIAISON LETTER

It is hand-delivered to you and sent to your primary physician (unless you object). It summarises your care during your stay.

A hospitalisation report is sent to your primary physician.

DISCHARGE FORMALITIES

They are carried out in your inpatient department. The unit nurse gives you all the documents necessary to monitor your care.

At your request, a status report may be given to you at your discharge by the department in which you were hospitalised. It acts as a work stoppage for the duration of your hospitalisation.

PAYMENT

In the absence of supplemental insurance, or if your supplemental insurance is not in agreement with the Centre Baclesse, you must pay at the admissions office:

- the daily rate,
- the co-payment of your hospital stay.

CONTINUITY OF CARE

If your care requires continuity of complex care at home or in another institution, dedicated teams will provide you with their expertise.

They will organise your care according to your situation, in collaboration with private health professionals, service providers, care networks or via a home hospitalisation service (hospitalisation à domicile [HAD]).

For the different home health aids, the **social work department** can inform you about the means of access.

**To contact them, call
02 31 45 40 02**

SATISFACTION QUESTIONNAIRE

In order to improve the quality of services and care offered to patients, our establishment actively participates in the national inpatient satisfaction measurement approach named **"e-Satis"**.

At the end of your hospitalisation, you will be invited by email to give your point of view on the quality of your care via a completely anonymous on-line questionnaire.

You also have the option of completing a paper satisfaction questionnaire that the healthcare team will offer you.

4. YOUR STAY AT THE CENTRE BACLESSE



USEFUL INFORMATION

MEALS

Breakfast
around
7:30 a.m.

Lunch
around
12:30 p.m.

Dinner
around
18:30 a.m.

Do you have a specific diet or food allergy?

- Report it to the healthcare staff who will take it into account by adjusting your diet.

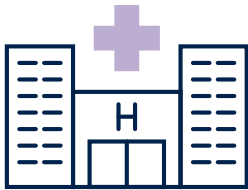
A dish on the menu of the day doesn't suit you?

- Replace it by choosing from the list below and inform the healthcare team.

MENU OF CHOICES FOR SUBSTITUTION

HORS D'OEUVRES	MEAT / FISH / EGGS	VEGETABLES / STARCHY FOODS	CHEESE	DESSERTS	MISCELLANEOUS
<ul style="list-style-type: none"> Asparagus Beets Vermicelli broth Grated carrots Mackerel fillet Hard-boiled egg/ Mayonnaise Country-style pâté Liver pâté Potatoes vinaigrette Vegetable soup Rillettes Green salad Surimi / Mayonnaise Vegetable terrine Fish terrine 	<ul style="list-style-type: none"> Turkey cutlet/gravy Pork cutlet/gravy Fish fillet: <ul style="list-style-type: none"> poached, or with cream, or fried. Cooked ham Omelette Cold chicken Cold roast beef Cold roast pork Chopped meat / with gravy 	<ul style="list-style-type: none"> Cooked carrots Green beans Mashed potatoes Potatoes: <ul style="list-style-type: none"> sautéed or steamed Pasta: shellfish Rice Semolina 	<ul style="list-style-type: none"> Garlic and herbs Camembert Emmental Plain or flavoured white cheese Gruyere-type creamy soft cheese Gruyere Petits suisses, plain or flavoured Saint Morêt* Saint-Paulin* Tomme noire Plain or flavoured yoghurt 	<ul style="list-style-type: none"> Fruit: apple, banana, orange, pear, seasonal fruit. Fruit in syrup: peach, pineapple, prunes, fruit cocktail. Fresh fruit salad Cooked apple Compote without added sugar: apple, pear, apricot apple, banana apple, strawberry apple. Flan: vanilla, vanilla topped with caramel, chocolate. Semolina or rice pudding Ice cream: vanilla/ chocolate, vanilla/ strawberry, vanilla/coffee, lemon sorbet/raspberry. 	<ul style="list-style-type: none"> SEASONING: Mustard, mayonnaise, vinaigrette, salt, pepper, butter, lemon, grated gruyere. SAUCES: Vegetable broth, cream, gravy, tomato sauce. BREAD: White bread, rusks, biscuits. SIDE DISH: Fruit jelly DRINKS: Fruit juice without added sugar: orange, apple, grape.

**Smoking and vaping
in the facility are
prohibited.**



**Visits are
allowed on the
hospitalisation
floors from
1:00 p.m.
to 8:00 p.m.**

**AND: In the restricted area
on the 7th floor
of the hospital:**



**Visits are
prohibited**

VISITS

ATTENTION

**To avoid contaminating you, people who visit you must, like you,
respect a few rules:**



- **Postpone their visit if they are sick (cold, gastroenteritis, etc.) or accompanied by fragile or sick children.** If they have a cold and the visit cannot be postponed, they should wear a mask as soon as they enter the establishment and only remove it when they leave.



- Observe the current instructions on **wearing a mask** in the establishment, **including in your room.**



- Rub your hands with the hydro-alcoholic solution as you enter and leave the room.



- **Limit the number** of visitors in the room (the more people there are, the more microbes, etc.).

- Use the **restrooms intended for the public** rather than those in your room, and **sit on chairs** rather than on the bed.

- **Follow the instructions** given by the healthcare team.



- Plant **soil** contains microbes that can be dangerous for your health: ask your loved ones to bring you something else (cut flowers, sweets, books, etc.).



- To ensure the **quality and safety of care** you receive, visitors must **leave the room** during treatment, and only professionals are allowed to touch the medical equipment.

4. YOUR STAY AT THE CENTRE BACLESSE



FAMILY AND PATIENT LOUNGE

The hospital departments located on the floors of the Centre have a family lounge, open 24 hours a day.



ACCOMMODATION AND FOOD SERVICES FOR ACCOMPANYING PERSONS

In some cases, there are in-house accommodation solutions for those accompanying you. Check with the healthcare team. There are also paid accommodations near the Centre. Also, your loved ones can eat at the Centre Baclesse. The purchase of meal tickets is done at the admissions office.

HOSPITAL RATES

Information about our hospital rates is displayed in the admissions office and in the "Patient Info" windows on the hospital floors.

YOUR RIGHTS AND RESPONSIBILITIES

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5. YOUR RIGHTS YOUR RESPONSIBILITIES



Users, your rights

Inpatient Charter

General principles*

circular No. DHOS/E1/DGS/SD1B/SD1C/SD4A/2006/90 of 2 March 2006 relating to the rights of hospitalised persons and including an inpatient charter



Everyone is free to choose the health facility that will care for them, within the limits of each facility's possibilities. The public hospital service is **accessible to all**, in particular to people in need and, in case of emergency, to people without social security coverage. It is adapted for people with disabilities.



Healthcare facilities guarantee **the quality of reception, treatment and care**. They are attentive to the relief of pain and do everything possible to ensure a dignified life for all, with particular attention to the end of life.



The information given to the patient must be **accessible and trustworthy**. The hospitalised person participates in the therapeutic choices that concern them. They can be assisted by a trusted person that they freely choose.



A medical procedure can only be performed with **the free and informed consent of the patient**. They have the right to refuse any treatment. Any adult can express their wishes regarding their end of life in advance directives.



A specific consent is provided, in particular, for persons participating in biomedical research, for the donation and use of elements and products of the human body and for screening activities.



A person who is offered participation in **biomedical research** is informed, in particular, about the expected benefits and foreseeable risks. **They give written agreement**. Their refusal will not affect the quality of care they will receive.



The hospitalised patient may, except as provided by law, **leave the facility at any time** after being informed of the possible risks to which they are exposed.



The hospitalised person is treated with respect. Their beliefs are respected. Their privacy is preserved as well as their tranquillity.



Respect for privacy is guaranteed to everyone, as well as **the confidentiality** of personal, administrative, medical and social information concerning them.



The hospitalised person (or their legal representatives) benefits from **direct access to any health information concerning them**. Under certain conditions, in the event of death, their beneficiaries enjoy the same right.



The hospitalised person can comment on the care and reception they have received. In each establishment, a committee on relations with users and quality of care ensures, in particular, that the rights of users are respected. Everyone has the **right to be heard** by a manager of the establishment to express their grievances and to seek compensation for any damage they consider to have suffered, within the framework of an amicable dispute resolution procedure and/or before the courts.

* The full document of the inpatient charter is available on the website:

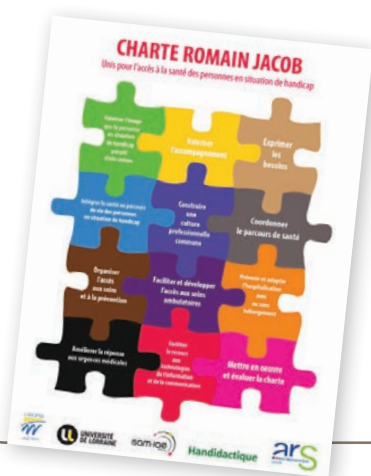
www.sante.gouv.fr

It can also be obtained free of charge, without delay, on request, from the reception service of the establishment.

THE ROMAIN JACOB CHARTER

The Centre Baclesse is a signatory of the Romain Jacob Charter.

The Romain Jacob Charter aims to federate all regional and national actors to improve health and access to care for people with disabilities.



THE CHARTER FOR LIVING TOGETHER

Living well together



1 I respect the organisation of treatments



2 I respect visiting times and the terms and conditions of the visit



3 I take care of available equipment and the premises



4 I don't smoke in the centre and I don't use electronic cigarettes



5 I observe health and safety measures



6 I behave respectfully and kindly towards others



7 I exercise discretion



8 I use my mobile phone appropriately



Let's learn to live together and respect each other in striving towards an ideal

RIGHT TO INFORMATION

PRINCIPLE

Everyone has the right to be informed about their state of health. You also have the right to express your willingness to remain in ignorance of a diagnosis or prognosis.

Information about you is confidential.



CONCERNING MINORS

The minor patient has the right to receive information about themselves in a way adapted to their degree of maturity.

Persons holding parental authority or the guardian receive information relating to the state of health of the minor patient.

However, the minor may require that secrecy be maintained with regard to the holders of parental authority.

CONCERNING PROTECTED ADULTS

Information is given to protected adults in a manner appropriate to their ability to understand.

This information is also given to the person having a legal protection measure with representation relating to the person.

It may be issued to the person having a legal protection measure with assistance to the person if the protected adult expressly consents.

5. YOUR RIGHTS YOUR RESPONSIBILITIES

RIGHT TO CONSENT

PRINCIPLE

Everyone makes decisions about their health with the health professional, taking into account the information and recommendations they provide.

No medical procedure or treatment can be performed without your free and informed consent. This consent may be withdrawn at any time.

CONCERNING MINORS

Consent to care for the minor patient is given by their legal representatives (holders of parental authority or guardian).

The consent of the minor is systematically sought if they are able to express their will and participate in the decision.

In the event that the refusal of treatment by the person with parental authority or by the guardian may lead to serious consequences for the health of the minor patient, the doctor shall provide the necessary care.

CONCERNING PROTECTED ADULTS

- The patient is subject to a measure of legal protection with assistance: the patient alone consents to treatment. The person in charge of the protection measure does not consent to the treatment.

- The patient is subject to a measure of legal protection with representation: the patient's consent must be obtained if they are able to express their will.

When the patient is not able to express their will, it is up to the person in charge of the legal protection measure with representation relating to the person to give their authorisation, taking into account the opinion expressed by the protected person.

Unless urgent, the protection dispute judge authorises one or the other to make the decision.

In the event of a refusal expressed by the person in charge of the protection measure that could lead to serious consequences for the patient's health, the doctor will provide the necessary care.

TRUSTED PERSON

We suggest you designate a trusted person (relative, loved one or primary physician), in writing, to the medical secretariat or the treatment department at any time during your stay.

This trusted person may, if you request it, assist you in your efforts and be present during a consultation, an examination or a hospitalisation.

In addition, if you are not in a position to receive the information and/or express your wishes for medical care, your trusted person would be consulted, in priority to any other person, concerning your wishes.

An information flyer is given to you during your admission in the admissions office.

You can also log your wishes digitally in the "My Health Space".

ADVANCE DIRECTIVES

Advance Directives are the expression of your wishes regarding your end of life in the event you are not able to express your will. You can thus make known your wishes concerning the possibility of limiting or stopping the treatments in progress.

Writing your advance directives will also help guide your trusted person.

To help you, the Centre provides you with an information document, an advance directive template, as well as a card "**I have written my advance directives**", allowing you to report that you have written them and to whom you have entrusted them. Ask caregivers or the ERI for them.

You can also record them in the "My Health Space".



YOUR PATIENT FILE

ACCESS TO YOUR FILE

A medical file is compiled for each patient within the establishment. It contains all the health information about you.

Your medical file is kept in a secure and suitable place on the Centre's site. The retention period for the file is 20 years minimum.

Upon written request, addressed to the Managing Director of the Centre, with a copy of an identity document, you can access this information directly or through a doctor you designate.

You can use the request form for access to your medical file, available from the medical secretariats and the ERI.

On-site consultation of this information is free, reproduction and shipping costs are charged.

The information thus requested cannot be made available to you before a minimum period of forty-eight hours after your request, and it must be communicated to you within no later than eight days. However, if the information is more than five years old, this period is extended to two months.

MY HEALTH SPACE

Since 1st January 2022, every citizen benefits from the "My Health Space" service.

My Health Space is a personal and secure digital space, offered by the Health Insurance and the Ministry of Health, which aims to become the digital health record of all insured persons. Through this service, everyone can actively participate in the monitoring and preservation of their health. You can store documents and health data there in complete confidentiality. It is a secure space, with all data hosted in France. It may contain the contact details of your primary physician, your trusted person, your allergies, your advance directives, etc. It can be consulted by emergency physicians, your primary physician, and the physicians you have authorised.

To learn more about the features of "My Health Space", you can view these videos via the QR codes.

How to
activate your
personal
space?



How to
complete
and share
your medical
profile?



• Learn more on
My Health Space:



Contact
3422

(free service + price of a call)

THIRD PARTIES POSSIBILITY OF ACCESS TO YOUR FILE

For minor patients, the right of access to their medical files is exercised by their legal representative (holder of parental authority or guardian). The minor may, however, request that this access be possible only through a doctor.

For the adult subject to a legal protection measure with representation relating to the

person, the right of access to their medical file is exercised by the person in charge of the measure.

When the adult is subject to an assisted legal protection measure, the person in charge of assistance can access this information with the express consent of the patient. In the event of death, the beneficiaries of the patient, i.e. their heirs and their partner, may request access to their file to know the causes of death, defend the memory of the deceased or assert their rights.

The legal representatives and beneficiaries of a patient must provide the documents and information requested for any communication of medical files (see above) as well as proof of their status as legal representatives or beneficiaries. You can use the request form for access by a person entitled to a medical file, available from the medical secretariats and the ERI.

5. YOUR RIGHTS YOUR RESPONSIBILITIES

PROCESSING OF PERSONAL DATA

PRINCIPLE

The Centre Baclesse is particularly committed to privacy and the protection of personal data. It therefore implements appropriate measures to ensure the protection, confidentiality and security of your personal data.

All our data processing is secure and takes place in strict compliance with medical confidentiality, Regulation (EU) No. 2016/679 on the protection of personal data (GDPR) and the Data Protection Act No. 78-17 of 6 January 1978 amended by Law No. 2018-493 of 20 June 2018 on the protection of personal data.

What data are processed?

The professionals who have treated you, whether during your admission, in consultation or as part of research, collect and formalise information concerning your administrative, medical, social or video monitoring data.

For what purposes do we use this data?

This information is recorded in your computerised patient file or within the information system and is used in different ways to:

- Facilitate the processing and administrative and medical management of your file,
- Participate in monitoring and continuity of care,
- Allow the payment of interventions by Health Insurance and supplemental insurance,
- Respond to surveys and regulatory obligations,
- Contribute to Research* and health monitoring (registry, observational studies, etc.),
- Secure the premises using video surveillance.

*As part of research, the data collected and generated during your treatment or monitoring will be used confidentially, and the scientific results produced, anonymised and aggregated, do not in any way identify you.

Who are the recipients of the data?

Access to your data is strictly limited in the establishment to only those persons who are required to know it by virtue of their duties; i.e., to the treatment teams and technical platforms that follow you as well as to the administrative services responsible for managing your file, the Department of Medical Information (Département d'Information Médicale [DIM]), or the technical services responsible for monitoring the establishment.

Some of your data may also be accessible to third parties of the institution, in particular service providers or any entity or body, under private or public law, required to process this data under a legal, regulatory, contractual or research obligation. For example, your data is shared as part of the Multidisciplinary Consultation Meetings (Réunions de Concertation Pluridisciplinaire [RCP]), and transmitted within the "My Health Space" service, from which every citizen benefits.

As part of your management, you may be offered to participate in a clinical trial. Specific information will then be provided to you and written consent will be requested. In addition, as part of treatment, we may have to take samples, which, unless you object, may be used in a research context later.



YOUR RIGHTS

Within this context, you have the following rights:

- access to data,
- correction of erroneous data,
- erasure of data in the event of illicit processing,
- portability of your data collected by the institution,
- limitation of data processing,
- opposition to the transmission of data covered by professional secrecy likely to be used and processed in the context of this research.



OPPOSITION TO DATA PROCESSING

You have the right to object to the reuse of the data in your file at any time, without having to justify your refusal, unless there is a legal obligation to process your data.

This objection will not affect your care or your relationship with the medical team.

To exercise any of these rights, you can contact the Data Protection Officer (DPO) of the Centre Baclesse:



By email

dpo@baclesse.unicancer.fr



By regular mail

CENTRE FRANÇOIS BACLESSE

To the attention of the
Data Protection Officer
BP 45026
14076 Caen Cedex 05

Data processing is carried out under the control of the French Data Protection Authority (Commission nationale informatique et liberté [CNIL]).

You can contact them at:

Commission Nationale de l'Informatique et des Libertés

3 Place de Fontenoy

TSA 80715

75334 PARIS CEDEX 07

Tel: 01 53 73 22 22

You can also notify them of a violation of your rights on the dedicated platform:

<https://notifications.cnil.fr/notifications/index>

Visit our website for more
information concerning
your rights



5. YOUR RIGHTS YOUR RESPONSIBILITIES

YOUR COMPLAINTS

Any patient or one of their friends or family has the right to express their grievances to the Centre. These contribute to improving treatment and the quality of the visitor experience.

When a problem occurs, in order to respond to your requests and questions, your preferred contact is the healthcare and administrative team that has taken care of you.

If you wish to address a dissatisfaction to the Managing Director, your grievances may be expressed:

- Either orally, with a member of staff who will write down the items you have discussed. Your signature will be required to confirm your approval of the written items.
- Or by a written letter from you directly addressed to the Managing Director.

The Managing Director is committed to answering you as soon as possible.

Your complaint will also be sent to the Users' Committee for information and opinion.

A mediator may be solicited at your request or on the proposal of the Managing Director. This can be a physician or not, depending on the subject of your complaint.

During a mediation, you can ask to be accompanied by a user representative, a member of the Users' Committee. A report will be sent to you and to the members of the Users' Committee and the Managing Director.

Report incidents to safeguard care

You notice faulty management, an error in medication, identity, etc.?

You can also report this event to the Quality and Risk Management Department:
cfb-qual@baclesse.unicancer.fr

All reports are analysed in order to implement corrective and preventive measures.

If you would like to thank the teams

You can also express your satisfaction to the teams or to the General Management by mail or email. The General Management will take care of transmitting the comments to the care teams.

USERS' COMMITTEE (CDU)

The CDU ensures respect for users' rights and contributes to improving the quality of reception of patients and their loved ones, as well as their care.

The CDU is kept informed of any complaint received by management, reports of mediations, the results of satisfaction questionnaires and your comments and suggestions.

In addition, you can directly contact a user representative who can assist you in mediation. However, this committee is not a tribunal.

In addition, the CDU actively participates in the Centre's quality policy, as well as in establishment projects.

**Discover by video
the role of the health
users' representatives**





COMMISSION DES USAGERS

du Centre François Baclesse

COMPOSITION AU 8 NOVEMBRE 2023

Membres de droit

• Dr Che Mabubu M'VONDO	Président de la CDU (titulaire)
• Dr Dominique de RAUCOURT	Vice-président de la CDU, Médecin médiateur (titulaire)
• Dr Jacques-Henri JACOB	Médecin médiateur (suppléant)
• Poste vacant	Médiateur non médecin (titulaire)
• Sylvie DAMOURETTE	Médiateur non médecin (suppléante)
• Nicole DELPÉRIÉ Alliances Maladies Rares	Représentante des Usagers (titulaire) 06 73 74 09 29 nicole.delperie@orange.fr
• Annie LECONTE UDAF 14	Représentante des Usagers (titulaire) 06 11 36 04 33 leconte.family@cegetel.net
• Marie-Thérèse BARRELLIER UFC Que Choisir Caen	Représentante des Usagers (suppléante) 02 31 97 35 35 mtb.angio@wanadoo.fr
• Réjane TURGIS ADMD Normandie	Représentante des Usagers (suppléante) 07 66 30 00 67 turgisrjane@gmail.com

COM-DOCC-0084-10 Baclesse, Dircom, 08 novembre 2023

Membres invités permanents

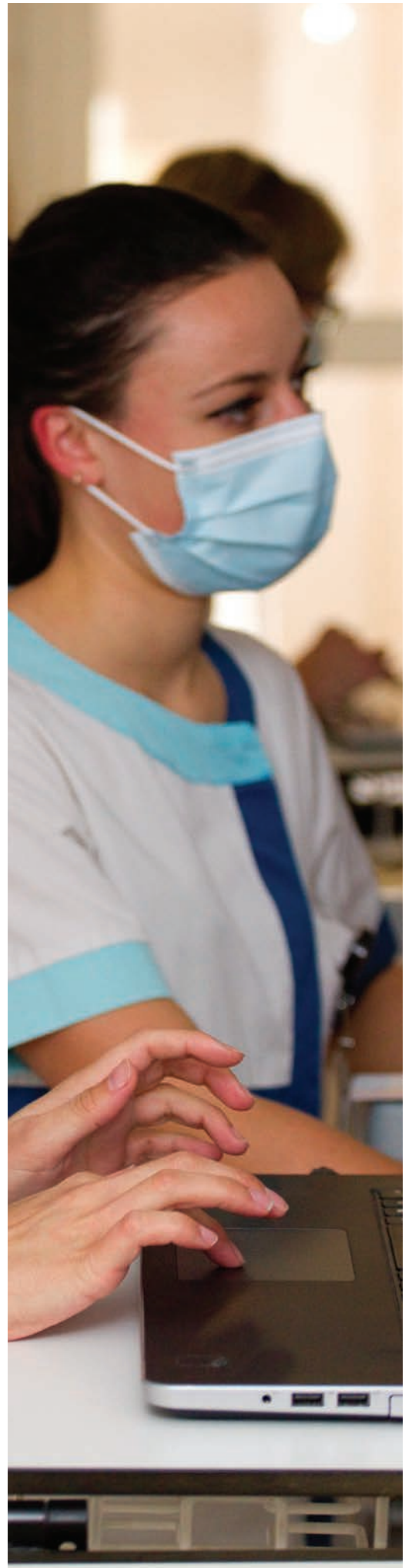
- Directeur général
- Directeur général adjoint
- Cadre infirmier HDJ d'oncologie, représentant des soignants
- Juristes
- Pharmacien hygiéniste, coordinateur de la gestion des risques associés aux soins
- Patient partenaire
- Directeur des soins et des Activités Paramédicales
- Responsable qualité
- Assistante de direction chargée des relations avec les usagers

NOUS SOMMES À VOTRE ÉCOUTE POUR :

- ▶ Porter votre parole,
- ▶ Faire part de vos besoins,
- ▶ Exercer votre droit de regard au sein de notre établissement.



Ensemble face au cancer, choisissons l'excellence



6.

QUALITY AND SAFETY OF CARE

OUR QUALITY PROCEDURES

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OUR RESULTS IN QUALITY
AND SAFETY OF CARE

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6. QUALITY AND SAFETY OF CARE

OUR QUALITY PROCEDURES

**Overall
satisfaction of
hospitalised patients:**

80%
(national score: 74%)

82.1%
**of patients recommend
the Centre Baclesse to their
friends or relatives**
(survey data e-Satis 2021)

The Centre Baclesse is committed to a comprehensive approach to improving the quality and safety of care.

This approach, which has been in use at the Centre for nearly 20 years, guarantees users a high level of care, professionals an efficient working environment, and the institution a privileged position in the region.

Consult the results of the establishment's quality indicators:

Haute Autorité de Santé (has-sante.fr) >
CRLCC FRANÇOIS BACLESSE - CAEN

*The Centre Baclesse has obtained
more than a dozen certifications
and international accreditations
acknowledging its high quality.*

TO LEARN MORE

GOTO >

[https://www.baclesse.fr/etre-soigne-et-sinformer/
votre-sejour/qualite-et-securite-des-soins/](https://www.baclesse.fr/etre-soigne-et-sinformer/votre-sejour/qualite-et-securite-des-soins/)



OUR RESULTS IN QUALITY AND SAFETY OF CARE



QUALITY OF CARE CERTIFICATION

Establishment certified by the HAS at the level:

Certification obtained in 2019 according to the HAS standard V2014

There are 5 levels of certification:
A for highest, E for lowest



Download our certification report

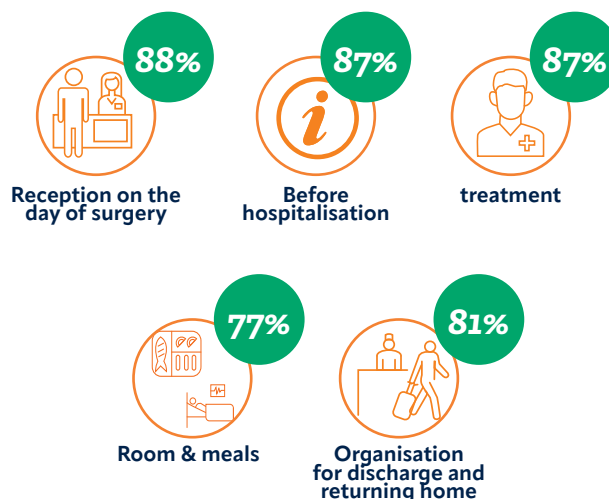
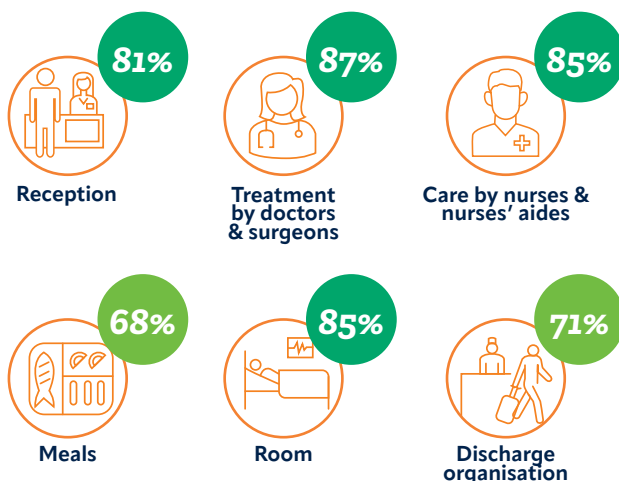


PATIENT SATISFACTION & EXPERIENCE

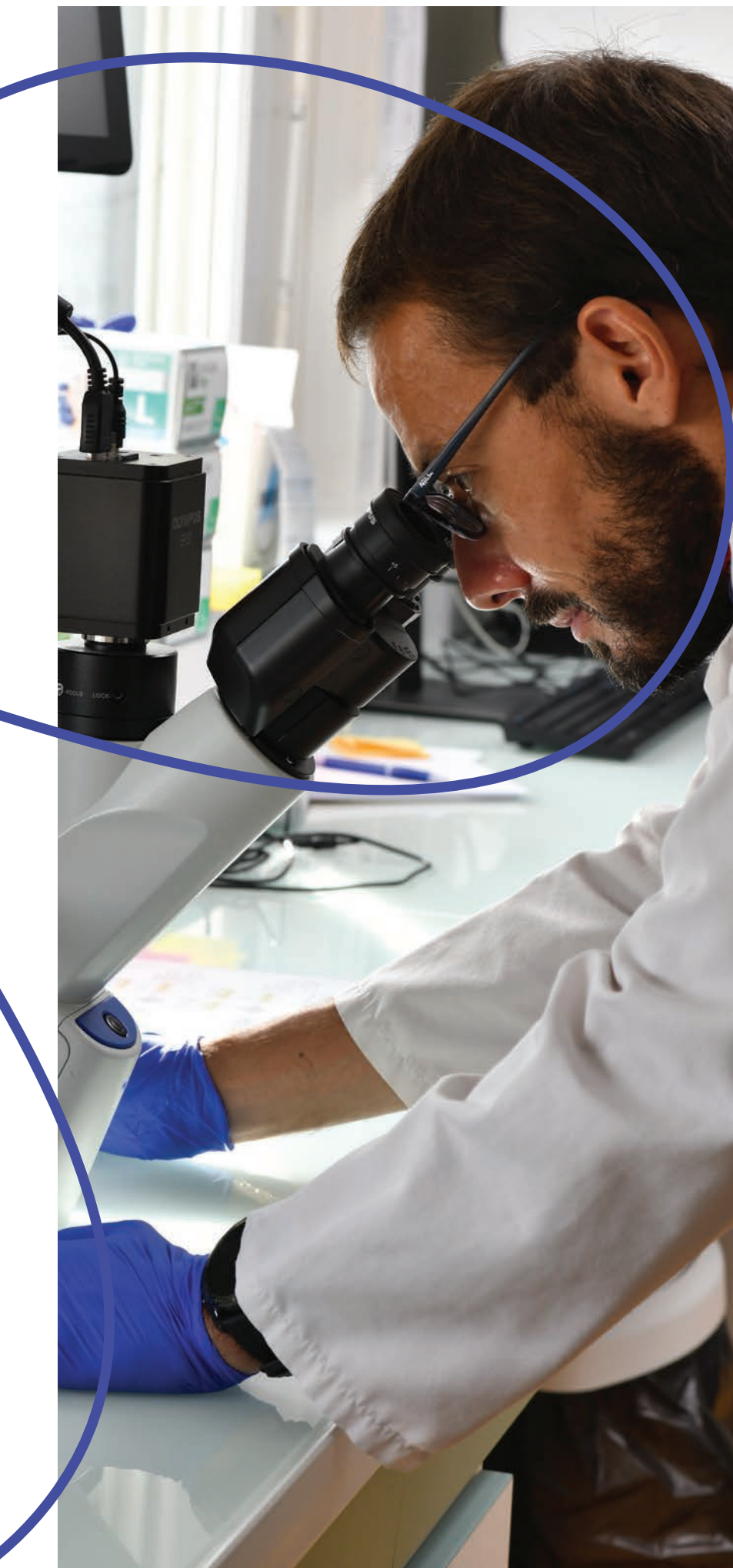
Stays of more than 48 hours in MEDICINE and SURGERY:



Stays of more than 48 hours in OUTPATIENT SURGERY:



Indicators resulting from the national e-Satis 2023 survey: + ●●●● -



7.

ACCELERATE RESEARCH THROUGH DONATIONS AND BEQUESTS

7. ACCELERATE RESEARCH THROUGH DONATIONS AND BEQUESTS

WE NEED YOU!

TOGETHER, LET'S GIVE RESEARCH THE MEANS TO FIGHT CANCER.

For nearly 100 years, the Centre Baclesse has been committed to the fight against cancer, in particular through its research teams (more than 300 professionals), who contribute to the development of new therapies. In addition, many innovations have been implemented at the Centre **through your donations and bequests** which have enabled the acquisition of state-of-the-art equipment.

Your help is invaluable

Your generosity accelerates innovation in research, treatment, and support for the benefit of patients and their loved ones.

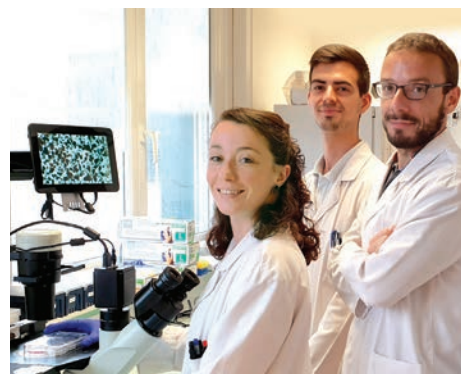
You have thus participated in many victories marked by an increase in hope and quality of life for our patients. By donating or bequeathing to the Centre Baclesse, you are working concretely to improve patient care and research.

Pursuant to Article L6162-2 of the Public Health Code, cancer centres are authorised to:

- Receive bequests with total exemption from inheritance tax.
- Receive donations deductible from donors' taxes (income taxes, wealth taxes, corporate taxes) in the proportions and under the conditions set by the finance law.

The Centre Baclesse is particularly attentive to the transparency of the management of donations and bequests. Their use for medical and scientific research or innovative investments to continuously improve the quality of care and reception is the Centre's priority.

The accounts of the Centre Baclesse are annually audited and approved by an External Auditor.



**You act
against cancer
by supporting us**

- With a secure on-line donation
- With a bank transfer
- With a cheque

Go to



Each donor receives a tax receipt.

**To learn more,
feel free to contact**



CENTRE FRANÇOIS BACLESSE

**Géraldine Payen
Responsible for donations
and donor relationships**

3 avenue général Harris
14076 CAEN CEDEX



02 31 45 86 88

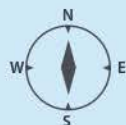


dons@baclesse.unicancer.fr

***We thank all our benefactors for their support
and for the trust they place in us.***

ACCESS MAP

FOR THE CENTRE FRANÇOIS BACLESSE



BUS NETWORK

+ INFORMATION



P Périphérique
Exit 5 Côte de Nacre
Exit 4.1 Biéville-Beuville

Carpiquet Airport

Caen Station

Access by car

COME TO THE CENTRE...

BY TRAMWAY

T1 Tram 1 Stop, Cité U Lebigey

T2 Tram 2 Stop, CHU

BY BUS

Stop, Baclesse: Line 8 (towards CAEN CHU)

Stop, Morice: Lines 5 and 8

Stop, Harris: Lines 12, 22 and 124

Stop, Parc Saint-André: Lines 6a and 6b

Stop, Mont Coco: Bus Nomad Lines 101, 102, 103 and 1703



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