

CLINIQUE
LA PRAIRIE

MONTREUX

WELCOME TO CLINIQUE LA PRAIRIE



WELCOME MESSAGE

Dear esteemed guest,

Welcome to Clinique La Prairie, Montreux!

Here at the Clinic we appreciate that you are entrusting us with your most valuable asset: your health.

For that reason, rest assured that you are in the best possible hands and that our medical and spa team will care for your every need during your stay.

In order to make the most of your time with us, we would be grateful if you could read through this brochure carefully. Should you still have any queries, our staff will be delighted to provide further information.

The management team and all the members of our staff look forward greatly to welcoming you to the Clinic.

Gregor Mattli
Chairman

TABLE OF CONTENTS

Services	04
Recommendations	05
Your admission to the Medical Center	06
Your stay	07
Our services	08
Your operation	09
Rights and duties	10
Information for your visitors	11
Your departure	12
Billing	13
Sectors of activity	14
How to find Clinique La Prairie	15
Contacts	16



SERVICES

Clinique La Prairie, Montreux, offers various services for outpatients and those staying at the Clinic.

OUTPATIENT (ONE DAY) WITH HEALTH OR ACCIDENT INSURANCE

The costs of outpatient treatment and accommodation, excluding extras, are covered by your basic insurance. Your insurer will send you a breakdown of your legal entitlement (excess and quota share).

HOSPITALISATION (ONE OR MORE NIGHTS) WITH HEALTH OR ACCIDENT INSURANCE

For hospitalisation in the private or semi-private division, supplementary insurance is necessary. Clinique La Prairie is recognised by most private and semi-private insurance companies in Switzerland.

Your treatment and stay are covered providing they are agreed beforehand under the terms of your insurance (basic and complementary) which must provide us, before your arrival, with a guarantee in writing that costs will be paid in full.

OUTPATIENT (ONE DAY) OR HOSPITALISATION (ONE OR MORE NIGHTS) WITHOUT INSURANCE COVER

An estimate is prepared (treatment and stay). This must be paid not later than 28 days before your arrival at the Clinic.



RECOMMENDATIONS

ADMINISTRATIVE RECOMMENDATIONS

Please ensure that you:

- Consult your family doctor for a pre-operative check-up (medical check-up, blood tests and electrocardiogram)
- Call the anaesthetist at Clinique La Prairie between 8am and 12 noon on the following number: 021 989 32 81 to organise a pre-operative anaesthesia consultation.

The anaesthesia questionnaire provided by your surgeon must be completed and forwarded to the anaesthesia department as quickly as possible.

On arrival, to assist with administration and check in, please remember to bring the following with you:

- Identity document
- Blood group card
- Insurance card.

The attached agreed consent for anaesthesia should be presented at the pre-anaesthesia consultation, or not later than 3 days before your admission, with the aforementioned documents.

PRE-OPERATIVE RECOMMENDATIONS

The following recommendations have been agreed in conjunction with our surgeons and anaesthetists.

It is important for you to comply with them:

Ten days prior to the operation, we recommend that you stop taking the following medicines:

- Anti-inflammatories (such as Brufen®, Voltaren®, Irfen®, Ponstan®, Mefenacid®, etc.)
- Aspirin® (except for patients fitted with arterial stents (coronary or other).

And before the operation:

- Fast for a minimum of 8 hours before the anaesthesia (do not drink, eat or smoke)
- Only take medicine on doctor's instructions, with a little water
- Take a shower as instructed by your doctor (disinfectant soap, evening and/or morning)
- Do not apply make-up or body creams
- Remove your wristwatch and all jewellery and piercings.

If you become aware of a change in your condition (fever, flu-like symptoms, coughing) before your operation, please inform your doctor, surgeon or anaesthetist immediately.

RECOMMENDATIONS FOR YOUR STAY

We advise you to bring the following personal effects:

- your usual medicines in their original packaging with dosage instructions
- Your CPAP-type breathing apparatus (for patients suffering from sleep apnoea)
- Your personal belongings (toiletry bag, practical clothing and comfortable shoes)
- Your charger for electronic devices.

Our Clinic is a non-smoking establishment and animals are not permitted anywhere on the premises.

YOUR ADMISSION TO THE MEDICAL CENTER

When you arrive, staff at the admissions office will carry out administrative formalities. To facilitate this procedure, we recommend that you have with you the following documents:

- Identity document
- Blood group card
- Insurance card
- Agreed consent for anaesthesia, if it has not yet been submitted.

YOUR STAY

Staff at Clinique La Prairie will welcome you and your loved ones in a professional way. They will listen to your concerns and provide you with accurate and appropriate information. Throughout your stay, you will receive personalised care of the highest quality. However, if you have a particular request our team will be happy to discuss this with you.

For your comfort, our Clinic offers the following hotel facilities:

- Non-smoking rooms with single or twin beds
- Bathrobe
- Slippers
- Hair dryer
- Telephone (direct line)
- Television - radio
- WIFI internet access
- Air conditioning
- Safe
- Minibar
- Newspapers available on www.pressreader.com
- Swiss Perfection products (shampoo, shower gel)

DINING

To enhance your stay, our chef offers a superb gastronomic menu which take into account any medical and dietary requirements.

Our dieticians visit you daily to take note of your preferences. The first meal after your operation is the only one for which medical restrictions take precedence over your wishes



06



07

OUR SERVICES

GREEN SPACE

The Clinic has a garden in which you can stroll and relax. Before going into the garden, please inform the nursing team of your intentions. In good weather, you can enjoy this space as part of your rehabilitation.

INTERPRETER

Our team of interpreters is available subject to prior request. Whatever your language, we can provide experts who are specially trained in medical terminology. Prices available on request.

PARKING

The Clinic has a car park.

CATERING

Café Spa: located in the Spa, the Café offers healthy fare with a selection of vitamin enhanced dishes, fresh fruit juices and seasonal smoothies.

Lobby Bar: located in the main reception hall. Here you will find a wide range of drinks and snacks.

SALON DU PORT

On the second floor of the Medical Centre you will find the Salon du Port, where you can relax. Newspapers, magazines, TV and a coffee machine are available for you to use.

LAUNDRY SERVICE

You are free to use an external laundry service provided outside the Clinic (normal or express service). A charge is payable.

YOUR OPERATION

Clinique La Prairie provides you with the best possible personalised healthcare. Treatments are administered by staff who respect your privacy whilst ensuring your comfort and safety.

When you arrive at the Clinic, nursing staff will want to determine your state of health. Take advantage of this opportunity to provide them with as much information as possible about your condition, so that they can personalise the healthcare you will receive.

Before you are transferred to the operating theatre, nursing staff will ask you to remove your contact lenses, dental prostheses and/or hearing aids, your jewellery, watch and body-piercing accessories. They will then take you to the operating theatre.

In an operating room containing state of the art equipment, our fully qualified anaesthetist, assisted by an anaesthetist nurse will administer your anaesthesia.

When your operation is over, you will be continuously supervised in the recovery suite before being taken back to your room.

Pain is one of our key concerns; for this reason we pay particular attention to analgesia.

Back in your room, a member of the nursing team must be present when you get out of bed for the first time after your operation. Nursing staff will also assist you in day-to-day activities according to your degree of independence. They will also supervise the application of medical prescriptions and ensure that information concerning your stay is kept up to date.

MEDICAL VISITS

Your surgeon will pay you regular visits. During the postoperative visit, he will explain to you how the operation went. During your stay, he will plan post-operative treatments with the nursing service and can be contacted through them at any time.

PHYSIOTHERAPY

Physiotherapy, if prescribed by your surgeon, is administered either in a treatment room or in a therapy pool.

RIGHTS AND DUTIES

PATIENTS' RIGHTS

Questions and answers concerning your rights are detailed in the brochure "Your guide to patients' rights" published by the Public Health Service of the Canton of Vaud. This brochure is available in your room or accessible on the website www.sanimedia.ch.

Your cooperation in decisions that concern you is important. On this point, advance instructions allow us to know your wishes and ensure that they are respected. If you have not prepared advance instructions, we invite you to consult the standard form in your room.

Your comments can help us improve the quality of our service on a daily basis. You are invited to complete the satisfaction or complaint forms which you will find in your room.

DUTIES OF THE ESTABLISHMENT

Staff at Clinique La Prairie respect your beliefs, your culture and your privacy.

All information you give to doctors and other health professionals is protected by professional confidentiality. Your carers may not disclose information to third parties (including your close family and your regular doctor) or allow your case history to be consulted without your approval.

By virtue of legal obligations, Clinique La Prairie is bound to process and pass on data specific to each patient (statistics, coding, etc.). It does this entirely anonymously.

INFORMATION FOR YOUR VISITORS

USEFUL TIP

For reasons of hygiene, pot plants are not permitted. Only cut flowers are permitted. Please note however that some heavily scented flowers may not suit you during your stay.

VISITING TIMES

The presence of family and friends can be a great comfort. They are welcome between 10am and 8pm. It is important that your visitors should respect the times set aside for treatment, as well as the peace of other patients. According to doctor's instructions or your state of health, visits may be restricted.

Visiting is not permitted in the operating theatre or recovery room. Nursing staff are on hand to provide information concerning ongoing medical procedures.

ACCOMMODATION

If you wish to be accompanied by a friend or relative during your hospitalisation we would be grateful if you could let us know in advance, so that we can organise their stay. Subject to availability, we can provide a room for them or add a spare bed to your room. Current prices are available on request from the admissions office.

MEALS

It is possible for those accompanying you to take meals with you (12pm and/or 7pm). From a snack to an à la carte meal, our dieticians will be happy to ensure their needs are met.



YOUR DEPARTURE

THE DAY OF YOUR DEPARTURE

The time of your departure is chosen by arrangement with your surgeon. Depending on your operation, the surgeon will consider the following points:

- Prescription (medicines, appropriate equipment, orthopaedic vest, splint, pantyhose, support stocking, etc.)
- Post-operative check-up (change of dressing, etc.)
- Specific rehabilitation programme, physiotherapy
- Special diet.

Please make sure you leave nothing behind in your room (personal belongings, chargers for electronic devices, valuables, etc.).

Before leaving your room, please consult a member of the nursing staff so that they can give you the documents you need, where necessary (prescription, X-rays, etc.).

In the 24 hours following your operation, you may not consume alcohol or drive. Try to organise your return home with a friend or relative. If this is not possible, our staff will be happy to call a taxi for you.

TREATMENT AT HOME

On a medical prescription basis, the home care network offers many services such as home delivery of meals, help with housework, day-to-day activities, etc.



12

BILLING

OUTPATIENT STAY (ONE DAY) WITH HEALTH OR ACCIDENT INSURANCE

For a stay covered by your insurance, the hospital bill is sent directly to your insurer.

Your insurer will send you a breakdown of legal entitlements (excess and quota share).

Ancillary costs (telephone, minibar, visitor meals, snacks, etc.) are invoiced at a later date and are payable by you.

HOSPITALISATION (ONE OR MORE NIGHTS) WITH HEALTH OR ACCIDENT INSURANCE

For information, the number of days is counted on the basis of calendar days, including the day of your arrival and the day of your departure.

For a stay covered by your insurance, the bill for hospitalisation is sent directly to your insurer(s).

With regard to compulsory health insurance (AOS), the latter will send you a breakdown of costs payable by you subject to deduction of your annual excess and the quota share of 10%.

If you benefit from health insurance, the latter will cover the cost of a stay in the private or semi-private division.

Additional costs are payable by you (telephone, minibar, visitor meals, snacks, etc.). They are invoiced at a later date.

As a general rule, bills for your surgeon and anaesthetist's fees are sent to you under separate cover.

OUTPATIENT STAY (ONE DAY) OR HOSPITALISATION (ONE OR MORE NIGHTS) WITHOUT INSURANCE COVER

The estimate (treatment and stay) must be paid not later than 28 days prior to your arrival at the Clinic. Any additional costs, including extras, are payable prior to your departure.

If you have any questions concerning your bill, our billing department will be happy to advise.

13

SECTORS OF ACTIVITY

MEDICAL SERVICES

Clinique La Prairie offers a wide range of medical services:

- Anaesthesiology
- Analgesia
- Cardiology
- Menopause Centre
- General surgery
- Orthopaedic surgery
- Cosmetic, plastic and reconstructive surgery
- Pain consultation
- Consultations for obesity and eating disorders
- Dermatology
- Dietetics
- Endocrinology and diabetes research
- Gastro enterology
- Gynaecology and obstetrics
- Institute of radiology and medical imaging
- Laboratory
- Aesthetic medicine
- Complementary medicines (acupuncture, reflexology, sophrology, hypnosis)
- General and internal medicine
- Predictive medicine
- Nephrology
- Neurology
- Ophthalmology
- ORL and cervico-facial surgery
- Physiotherapy
- Pneumology
- Psychiatry
- Psychology
- Rheumatology, physical medicine and rehabilitation

Clinique La Prairie is also working with the following services:

- Angiology
- Hematology

Part of these consultations are covered by your basic insurance. For more information, please contact the Admissions Office on 021 989 32 39.

POST-OPERATIVE PHYSIOTHERAPY

On medical prescription, our experienced and versatile team of physiotherapists provide physiotherapeutic follow-up to outpatients and hospitalised patients.

The department has individual treatment rooms featuring latest-generation equipment (electrotherapy, electromyostimulation, ultrasound, etc.).

Water in the therapy pool, heated to 32°C, relieves rheumatic or post-operative conditions.

HOW TO FIND CLINIQUE LA PRAIRIE

Located close to main routes, Clinique La Prairie is easily accessible by car. By train, we recommend that you stop at Montreux station. From there, Clinique La Prairie is reached in under 10 minutes by taxi or public transport.

We offer a limousine service. Prices are available on request.

BY ROAD

From Geneva: 1 hour
From Martigny: 40 minutes

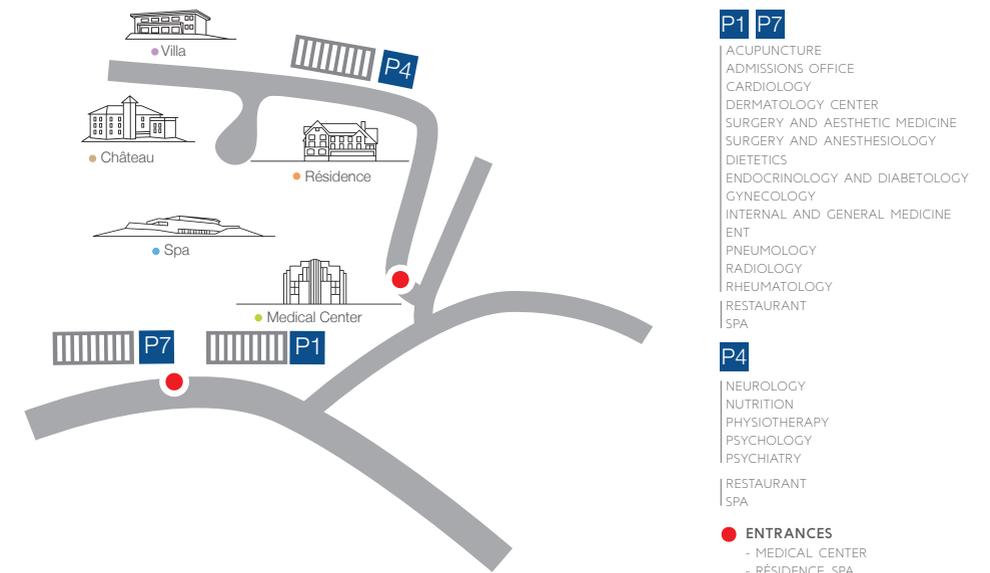
A car park is available, please refer to the map below.

BY RAIL

Geneva - Montreux: 1 hour 15 minutes
Martigny - Montreux: 30 minutes

PUBLIC TRANSPORT

Trolleybus line 201, Basset stop in Clarens



CONTACTS

CLINIQUE LA PRAIRIE

Rue du Lac 142
1815 Clarens-Montreux
www.laprairie.ch

ANESTHESIOLOGY

T +41 21 989 32 81
F +41 21 989 33 96
E anesthesie@laprairie.ch

MEDICAL CENTER

T +41 21 989 33 50
F +41 21 989 33 98
E medical.enquiry@laprairie.ch

BILLING

T +41 21 989 34 03
F +41 21 989 34 47
E facturation@laprairie.ch

ADMISSIONS

T +41 21 989 32 39
F +41 21 989 32 19
E admissions@laprairie.ch



1815 Clarens-Montreux, Switzerland
T +41 21 989 33 11 F +41 21 989 34 33 www.laprairie.ch