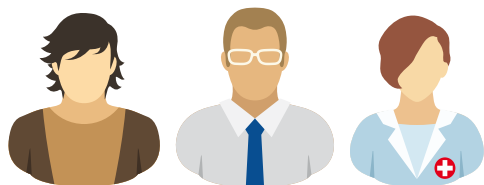


le **SERVICE national**  
d'**INFORMATION** et de **MÉDIATION**  
dans le domaine de la **SANTÉ**



about the  
**PATIENT'S RIGHTS**  
and **OBLIGATIONS**

**Would you like more information?**

Tel.: **24 77 55 15**

**Opening hours:**

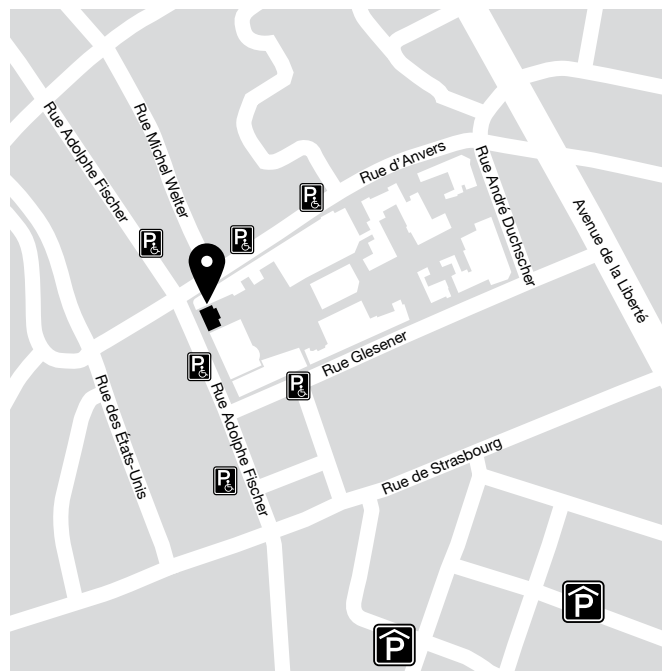
Monday, Tuesday, Thursday and Friday  
from 9 AM to 1 PM

Wednesday from 1 PM to 5 PM

e-mail: [info@mediateursante.lu](mailto:info@mediateursante.lu)

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LE GOUVERNEMENT  
DU GRAND-DUCHÉ DE LUXEMBOURG  
Service national d'information et de  
médiation dans le domaine de la santé



**TWO**  
**POINTS OF VIEW**

**SMART & FAIR**  
**MEDIATION IN LUXEMBOURG**

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## What are our missions?

The National health information and mediation service has the following missions:

- information and access to the law;
- mediation centre for any conflict between a patient and a healthcare service provider;
- contact point for cross-border care, together with the Caisse Nationale de Santé.

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## The information and access to the law mission involves what?

Any person (healthcare service providers, patients, citizens) can obtain information on:

- the patient's rights and obligations, such as: the right to information, the right to access the patient file, the designation of a trusted person;
- the Luxembourg health system, its operation and main actors, in particular the recognised healthcare service providers;
- how mediation works and other possibilities for settling a dispute.

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## What is mediation?

Mediation:

- according to the law, is a “structured process in which two or more parties in a dispute jointly attempt to reach an agreement in order to resolve the dispute with the help of an independent, impartial and competent mediator”;
- is a relatively quick and inexpensive means, compared with classical legal proceedings, when attempting to amiably settle a dispute;
- is a means for re-establishing an open dialogue, thereby allowing the parties to envisage the continuation of their relations;
- presupposes a common desire of the parties to seek out, in good faith, a consensual resolution to their dispute.

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## What is the role of the mediator?

The mediator:

- is neutral and impartial: he is there to listen to the parties, without settling the dispute;
- helps to re-establish an open dialogue in order for the parties themselves, with full knowledge of the facts, to reach an agreement that respects each party's needs.

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## What is the mediation process?

Parties with a dispute:

- can, at no expense, submit a written or oral mediation request to the health mediator. They often first attend an individual appointment, during which the mediation process is explained and the expectations are expressed before the mediation meeting;
- are free to accept the mediation and remain in control of their conflict;
- can notably be accompanied by a colleague, relative or a lawyer.

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## What framework and guarantees encourage mediation?

Mediation has a favourable framework that:

- guarantees confidentiality: the mediator and the parties to the mediation are bound to secrecy;
- suspends the limitation of the respective rights during the mediation;
- ensures the lasting nature of a mediation agreement: the assumed commitments are generally binding on the parties.