

The background of the entire page is a repeating pattern of various medical icons in a light blue color. These icons include syringes, stethoscopes, microscopes, pills, ECG heart rate lines, and other medical equipment. In the center of the page, there are three overlapping circles: a blue one on the left, a green one in the middle, and an orange one on the right. The text 'Médiateur Santé' is written in white, bold, sans-serif font across the green circle.

Médiateur Santé

**An offer for
patients and caregivers!**

The National Health Information and Mediation Service:

an independent public service for patients and caregivers!


We are available to patients and healthcare providers who need information about their rights and obligations or who are seeking a resolution to their conflict through mediation.

Our service is free of charge and adapts to the needs of the parties.

Contact us if you need information about:

- the rights and obligations of the patient;
- the Luxembourg healthcare system;
- cross-border healthcare;
- the rights in case of admission to a closed psychiatric unit;
- the mediation process and other ways of resolving a conflict in healthcare.





We mediate between patients and health professionals who are confronted with a difficult situation.

Mediation in healthcare is:

- a means of restoring or strengthening an open dialogue;
- a voluntary and confidential process based on the will of the parties to find a mutually agreeable solution.

As independent mediators, we listen to all parties and help to find answers to their questions.

What is
healthcare
mediation?



Contact us by phone or e-mail:

Appointments (secretariat):
Monday to Friday: 9:00 – 13:00

☎ +352-247 755 15

@ info@mediateursante.lu

An appointment can also be made outside secretarial hours.

We are as well available by video or teleconference.

How to
reach us?

Service national d'information et de médiation dans le domaine de la santé

11, rue Robert Stumper
L-2557 Luxembourg

☎ +352-247 755 15

@ info@mediateursante.lu

www.mediateursante.lu

Park & Ride



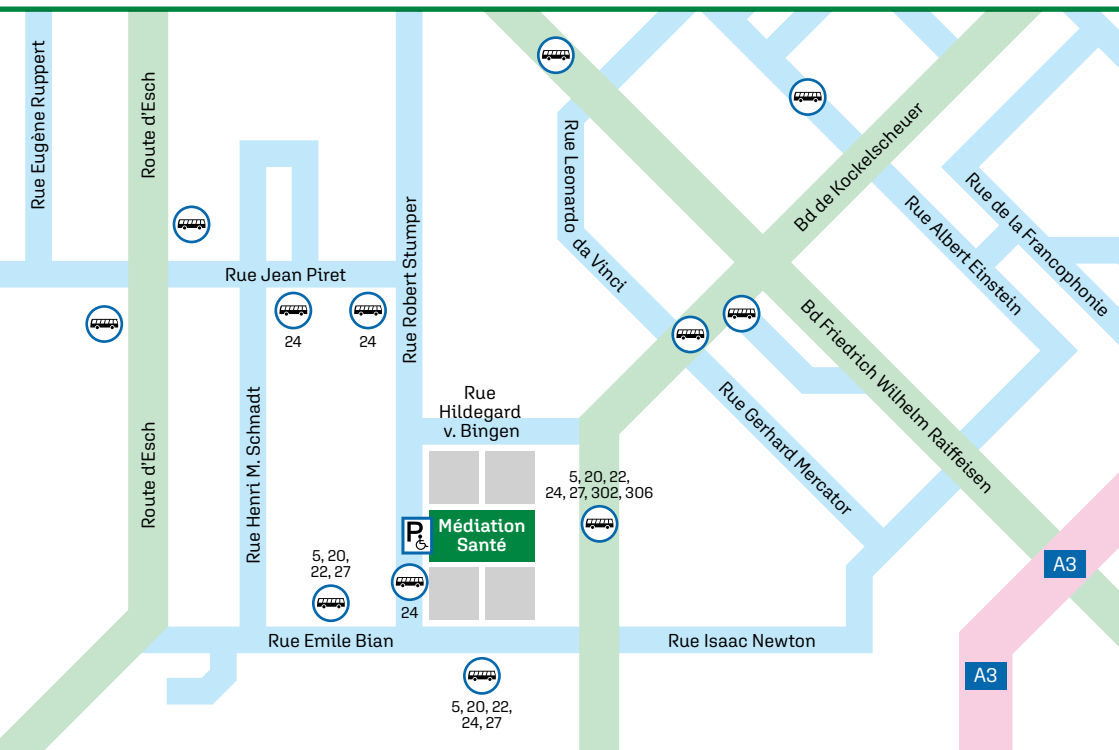
LUX-Sud (Howald)
Ligne 24



Stade de Luxembourg
Ligne 5, 22



Kockelscheuer
Ligne 27



This image shows a full page of white paper with horizontal dashed lines, typical of primary-ruled notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



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



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