Patient Guide

Reconcile with your skin,
give it a new life.
Welcome to Avène

Avene Center is your chance to experience the scientifically proven properties of unique and powerful water in a well-preserved time space and lifestyle setting.

Dedicated to dermatology, and equipped with high-performance medical equipment, Avène Center practices innovative scientific hydrotherapy using thermal spring water to treat skin conditions*:

- Atopic dermatitis and eczema
- Psoriasis
- Ichthyosis
- Itching and chronic prurigo
- Affective scars
- Burn injuries
- Cutaneo-mucous lichen
- Oral skin conditions
- Scalp conditions
- Follow-on of oncological treatment

As every condition is unique, we propose you on arrival a customised treatment programme designed for you by a hydrotherapy doctor. There will be workshops and conferences conducted by an attentive and expert team to provide you with the key elements to make your life easier.

SOOTHED, THE MOST SENSITIVE AND REACTIVE SKINS CAN FINALLY CONSIDER THEIR FUTURE WITH CONFIDENCE AND SERENITY.

* This list is not exhaustive. Other skin diseases can be treated as well after a consultation between the general physician and the thermal doctor.
Avene Centre has been set up over the years in a warm and welcoming environment to go beyond just providing treatment and be able to really support patients. For many, hydrotherapy is a moment of respite, a haven of peace with the benevolent eyes of everyone, therapist and patient. It is a break to start afresh, physically and emotionally to finally find some peace. All these radiant faces after just a few weeks of therapy say it all.

Marie-Ange MARTINCIC
Director – Avène Center
Avène Thermal Water is distinguished by its unique composition acquired during its underground journey of more than 50 years.

Along with the water constant mineral components, our researchers have also explored the presence of an original microflora called *Aqua. Dolomiae*. Penetrating this secret helped uncover the double heritage of Avène Thermal Water that gives it all its benefits.

### Mineral heritage
- Low mineralisation
- Bicarbonate ion, calcium and magnesium balance
- Rich in trace elements
- Neutral pH

### Organic heritage
- *Aqua. Dolomiae*

### Benefits
- Reduction of skin reactivity
- Reinforced skin defences \(^{1,2}\)
- Respect of the physiology of sensitive skin

A pure and preserved water
from the source to the skin,
to soothe all sensitive skins

All this knowledge explains the properties of Avène Thermal Water and has been widely published in the international scientific press.
Personalised treatments

As soon as you arrive
You will have your consultation session with a hydrotherapy doctor. Depending on the diagnosis and your medical treatment history, he will chart a daily treatment programme to specifically meet your needs, approx. 1h30.

During your therapy
You will be handed over to well-experienced and certified professionals.

- Hydrotherapy doctors
- Dermatologists
- Nurses
- Physiotherapists
- Hydrotherapists
- Hydro-aestheticians

The recommended medical treatment is 3 weeks.

If you suffer from chronic dermatosis
(eczema, psoriasis, etc.)

THERMAL WATER-BASED TREATMENTS

Simple bath, whirlpool bath and hydro massage.
Bath is central element to the hydrotherapy treatment, with several effects: émollient, anti-inflammatory and calming.

General sprays and showers also have a calming effect that soothes itching.
Filiform showers: these adjustable-pressure showers are administered by the Hydrotherapy doctor. They allow a much targeted treatment for injuries and provide deep skin massage and soften the skin.

Local spraying on the face, hands and scalp, and Thermal Water Compresses on the most irritated lesions will allow soothing the inflammation and the itching.

Underwater massage: this technique has a relaxing effect and leave the skin feeling supple.

SPECIFIC MOISTURISING TREATMENTS

Body wrap with emollient cream: an important supplement in the treatment of ichthyosis, psoriatic or atopic dry skin. It will reduce the thickness of the skin’s upper layer while providing more comfort.

Moisturising modelling of the body: this body treatment gives your skin the benefit of optimised moisturising through gentle modelling.

Facial treatment with moisturising cream: this treatment relaxes your skin by soothing and calming its inflammations and provides comfort by moisturising it.

Complete scalp treatment: it reduces squamae and soothes itching and inflammation. A gentle massage relaxes the scalp and helps you relax too.

OUR ADVICE

Use Avène Thermal Water instead of your regular drinking water during your therapy. In association to skin care, it is a perfect complement to external treatment.
If you suffer from bucco-lingual mucous membrane conditions
(chronic and subacute stomatitis and gingivitis, chronic aphthosis, glossitis, tongue inflammation owing to various causes, erythematous, erosive buccal lichen and glossodynia).

**Mouthwash:** Avène Thermal Water-based mouthwash.

**Gingival showers:** to massage and clean the mucous membranes.

**Oral cavity spray:** for an anti-inflammatory and decongestive effect.

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**OUR ADVICE**

It is necessary to get scaling done before the therapy for optimal effects. Oral hygiene is essential to maintain the obtained results.

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If you suffer from scalp conditions

Avene Center is the only one of its kind to offer a complete scalp treatment programme. Your treatment will take place in specifically-designed areas using the latest equipment depending on the severity of your condition as well as the sensitivity of your scalp.

**Scalp showers:** a remarkable treatment to soothe the intensity of itching, provide quick relief from inflammation and help remove squamae.

**Filiform showers:** these showers are administered by the hydrotherapy doctor and they also help remove squamae and soothe itching.

**Keratolytic or emollient treatments:** these Avène Thermal Water-based treatments reinforce the effect of the hydrotherapy treatments.
If your skin has become fragile due to cancer treatment

In addition to the surgery itself, and even the breast reconstructions that can leave painful or unsightly scars, cancer treatments often leave their “mark” as well. They are essentially categorised into three types: radiation therapies, standard chemotherapies and new targeted therapies.

It has been a few years now that Avene Center has extended its dermatological expertise to the adverse skin effects of cancer treatments.

Hydro massage baths
General showers
Underwater massages
Sprayings
Moisturising cream wraps
Thermal water compresses
Moisturising and soothing care for the face and body

These daily treatments allow your skin to find comfort and wellness.

More information about the benefits of each treatment on pages 6 and 7.
An adapted support

Therapy at Avène is synonymous with discovering relief and easy living again. It is finding peace with oneself and with others...

This is why we give you the opportunity to attend workshops and conferences that will provide you with information and help you manage your condition better on a daily basis. You can implement the ‘Dos and Don’ts’ of prevention to prolong the beneficial effects of the hydrotherapy treatments, prevent flares, or to simply reduce stress and anxiety.

Make the most of them! They could also be a place for you to discuss and share with others.

Attend workshops

Hygiene and moisturising
You will get lots of practical tips on how to care for your skin, what not to do, how to use a product, etc.

Alternative to scratching
You will get all the tips and tricks you need to avoid scratching and implement new actions and habits to no longer “traumatise” your skin.

Relaxation
It is an advisory workshop that teaches how to “let go”, and helps you get rid of your stress using a set of techniques and games that can be easily done again after the therapy.
Medical makeup
A specialist teaches you the specific techniques of “camouflage” to harmoniously neutralise bodily and facial imperfections. No matter which pathology you suffer from, you stand to gain something helpful from these tips, even if you are a man!

Psychological support
A clinical psychologist conducts different workshops like Discussion Group, Art-Therapy, Photo-language. This is a space for you to listen to and discuss and share your personal story and experiences with others in situations similar to yours. You can also avail of individual consultations.

Attend conferences

“Hydrotherapy at Avène” tells you about the history of the Center, the source of the thermal water and the benefit of each treatment for all dermatosis.

“Dermatology” will give you “everything you need to know” about atopic dermatitis or psoriasis.

“Diet and nutrition” explains why, and how, your diet plays an important role in your health. You will be given tips to help you change your food habits if they are poor or unsuitable for you. Moreover, we work in keeping with the Plan National Nutrition Santé (P.N.N.S.) [National Health Nutrition Plan].
Visible and sustainable results

We, at Avène, have conducted a study over eight therapy seasons from the records of more than 10,000 patients suffering from atopic dermatitis or psoriasis.

A SIGNIFICANT IMPROVEMENT BETWEEN BEGINNING AND END OF THE THERAPY

ATOPIC DERMATITIS

Decrease in the SCORAD* after 3 weeks of therapy

-42%

PSORIASIS

Decrease in the PASI** after 3 weeks

-54%

* Recognised clinical score that quantifies the severity of the observed skin disease (SCORAD: SCORing Atopic Dermatitis).
** PASI: Psoriasis Area and Severity Index.
3. Eur J Cancer Care. 2017;e12735
### POST-CANCER HYDROTHERAPY TREATMENT

A study has been recently conducted on 70 women in breast cancer remission after having undergone a cancer treatment.

### DECREASE IN THE ADVERSE SKIN EFFECTS OF THE TREATMENTS AFTER 3 WEEKS OF HYDROTHERAPY TREATMENT

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<thead>
<tr>
<th>DRYNESS</th>
<th>ITCHING</th>
<th>LYMPHOEDEMA</th>
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<td>Reduced dryness and pruritus (NCI CTAE specific scale)</td>
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<td>-100%</td>
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### INHERITED ICHTHYOSIS

A study has been conducted on 44 patients suffering from inherited ichthyosis.

### PROVEN SHORT-TERM AND MEDIUM-TERM EFFECTIVENESS

Decrease in the long-term score (6 months)

-31%
Some practical information to organize your trip

Prepare for your treatment

Make an appointment with one of the hydrotherapy doctors

Updated list on request Tel.: +33 (0)4 67 23 41 87 or through www.avenecenter.com website.

- Provide medical information to the doctor before arrival.
- Contact your local Social Health insurance for reimbursement possibilities.

Book your treatment

On the Website www.avenecenter.com, “Book my cure”, by post or by phone at +33 (0)4 67 23 41 87.

Les Thermes d’Avène
34260 Avène-les-Bains
France
Tel.: +33 (0)4 67 23 41 87
Fax: +33 (0)4 67 23 44 71
www.avenecenter.com
Prepare for your trip

By air
Montpellier-Méditerranée Airport (90 km)
Tel.: +33 (0)4 67 20 85 00
www.montpellier.aeroport.fr

Béziers-Agde-Vias Airport (70 km)
Tel.: +33 (0)4 67 809 909
www.beziers.aeroport.fr

By train
TGV: Paris-Montpellier, everyday.
Toulouse (or Perpignan) – Narbonne – Béziers – Le Bousquet d’Orb.
www.voyage-sncf.fr

By road - Avène GPS Point: 43.754.398N.3.10926E.
From Montpellier: N109 towards Millau, N9, then A75 towards Lodève, D35 towards Lunas then Bousquet d’Orb, then D8 till Avène.
From Béziers: D909 till Bédarieux, D35 towards Bousquet d’Orb, then D8 till Avène.
From Clermont-Ferrand or Millau: A75 towards Montpellier Lodève exit.
Montpellier Shuttle (Train station or airport) - AVENE, only week-end.

Contact the activities department “Les Muriers” for more information to book your trip
Tel.: +33 (0)4 67 23 46 30
Email: animation.avene@pierre-fabre.com

Taxis
Le Bousquet d’Orb: Tel.: +33 (0)4 67 23 80 56
Choose your accommodation

**EAU THERMALE**

**Avène**

**l’Hôtel**

The hotel on the thermal site, extending from Avène Hydrotherapy Centre, provides services & facilities to clients and visitors from around the world, ensuring that they experience maximum comfort and wellbeing in the heart of Haute Vallée de l’Orb. The hotel, halfway between heaven and earth, between the sky blue and various shades of green, is an ode to Avène’s natural beauty.

The hotel’s fully fitted 56 guestrooms and 4 suites, spacious and bright, all have a large furnished terrace overlooking the grounds. The pastel colour scheme and glass partition between the bedroom and bathroom combine to maximize the natural light, filling each room with a calming, peaceful atmosphere to provide a soothing experience.

At the restaurant, the Chef proposes a varied choice of revisited French cuisine classics according to the seasons. Start the day with a breakfast buffet offering a wide choice of dishes to satisfy all your desires.

In order to relax during your stay at the hotel, you can go to fitness room and indoor and outdoor pools.

Tel.: +33 (0)4 67 23 44 45
Email: avene.hotel@pierre-fabre.com
www.eauthermaleavene-lhotel.com
RÉSIDENCE VAL D’ORB**

34260 - AVENE LES BAINS
Tel.: +33 (0)4 67 23 44 45
Fax: +33 (0)4 67 23 39 07
Email: avene.hotel@pierre-fabre.com

A few steps away from the Hydrotherapy centre, the Résidence Val d’Orb offers all the desired comfort, from the studio to the T2 apartment, telephone, television, fully-equipped kitchen, iron and ironing board, hair-dryer, air-conditioning. Free internet connexion. Sheets are provided and changed every week. 24h/24 reception. Shared laundry room. Options of half board or full board at the hotel restaurant. Access to the fitness room and indoor and outdoor pools.

Other accommodation options

For any further information, please consult the accommodation guide edited by Office de tourisme Avène Grand Orb (www.grandorb.fr).

Useful addresses

Avène-Grand Orb tourism office
Pays des Monts et des Sources
10, quai des Tanneries
34260 Avène
Tel.: +33 (0)4 67 23 43 38
www.grandorb.fr
Frequently-asked questions

What will my first day at the centre be like?

Your stay starts with a consultation with a hydrotherapy doctor. During this consultation, you can give the doctor all the documents (letter from your local physician, tests results, list of your medications, etc.) relating to your medical condition. You can start with your treatment programme at the hydrotherapy centre after this consultation.

What should I wear?

You are lent a clean bathrobe every day, free of charge, when you start the treatment programme. To ensure a hygienic environment, you will also be provided with flip-flops meant exclusively for the treatment area. It is strongly recommended that you take a towel for the hair showers and local spraying. Also provided free of charge. If necessary, you can buy or rent towels on site.
What about the payment?

Payment is required on arrival, based upon quotation from your medical prescription.
Final invoice will be calculated and paid on your last day. We accept payment by cash or credit card (MasterCard, Visa, American express).
The medical fees (consultation and filiform showers) are to be directly paid to the hydrotherapy doctor, at the medical centre.
Your activities at Avène thermal site

Relax!

Enjoy the tennis courts, bowling pitch, mini-golf course, playground, orienteering, etc. Activities programme for everybody is available at the Tourism Office or at the Activities department “les Mûriers”.

Not to mention the “Fête de l’Eau et de la Nature” [Water and Nature Festival] (in July), and the concerts, exhibitions, conferences, painting competitions in July and August as well as the quaint local markets (seasonal).
YOUR ACTIVITIES

1. Avène Hydrotherapy Centre
2. Avène Hotel
3. Résidence Val d’Orb / Medical offices
4. Les Mûriers (Activities dpt and Kids Club)
5. Water Laboratory
6. Production Unit
7. Bowling pitch
8. Minigolf
9. Children’s games
10. Tennis and multi sports
11. Swimming-pool
Your activities in a well-preserved environment

Revitalise yourself

The village of Avène is nestled in the Orb valley, at the heart of the Haut-Languedoc Regional Nature Park. Cradled between water and nature, the environment gives you a sense of peace and quiet for you to be able to feel fully revitalised.

Enjoy a leisurely stroll along the Orb. There are more than 300 km of marked hiking trails waiting to be explored on foot or a mountain bike. If you want to fish for trout, enjoy a spot of fishing in the clear waters of the Orb.

Do you like to explore? Enjoy a guided and organised nature trip to discover the truly exceptional flora.
Explore the surroundings
If you have your own vehicle, take the time to explore the region

Information about Leisure activities

Avène-Grand Orb Tourism Office
Pays des Monts et des Sources
Tel.: +33 (0)4 67 23 43 38

Transports
Bus line 490 Hérault transport
On Monday, Wednesday, Friday
Start: Ceilhes - Terminus: le Bousquet d’Orb
Start: le Bousquet d’Orb - Arrival: Bédarieux bus station town centre
Service schedules
Activities of the Mûriers and the Tourism Office.

Other information

Hérault transport
Tel.: +33 (0)4 34 88 89 99
Website: www.herault-transport.fr

- The Héric Gorges and the Caroux mountain, the Gorges du Tarn
- The lakes of Monts d’Orb, Laouzas, Raviège and Salagou
- The Canal du Midi
- The Cirque de Navacelles, de Mourèze
- The templar’s village of La Couvertoirade
- The Roquefort Caves
- The Millau Viaduc
- The Sylvanès Abbey
- The Mounts of Espinouse and Escandorgue
- Saint-Guilhem-le-Désert
- The Hérault valley and its wine routes
- The Haut-Languedoc Regional Nature Park
Opting for therapy at the Avène Center, is taking a step towards greater well-being. It is a step towards the doctors and staff who are here to help you. It is also a step towards your fellow patients, their families, all those surrounding you, who too are suffering yet full of hope. Embrace the Avène spirit that binds us all.

Bringing together at the same time, at the same place and in perfect harmony patients affected with “high-visibility” conditions such as psoriasis, eczema, burns and scars...

Bringing together the rights of everyone and the duties of all.

Recognizing others with respect, understanding and tolerance.

Behaving at all times in a responsible and pleasant way to encourage us all to become involved in our treatment.

Beyond the treatments, to enjoy the well-preserved time space and lifestyle setting for us to meet, talk, listen, find ourselves and each other and to feel better.