



PATIENT GUIDE

NORTE DOR
HOSPITAL

This guide was specially developed to better guide you during your stay in the Hospital.

Here you will find information about how we operate.

Reading this material is very important. If you have any questions, do not hesitate to contact us directly in the hospitalization department, on extensions 3527, 3748, 3625, 3626.

We hope you have a speedy recovery. Welcome!

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The admission reception is responsible for formalizing your reception at this hospital. Upon your arrival, you must have your original identity documents, CPF, health plan card, and hospitalization request on hand.

Some beds are monitored by cameras, 24 hours a day, which allow viewing of patients undergoing greater surveillance and treatment, and areas where medicines and materials are handled.

PRIVATE ADMISSION

Expenses for private elective hospitalization must be paid at the time of check-in. Emergency hospitalization expenses will be issued every 48 hours. For further clarification, contact the financial sector at extensions 3861 or 3683 from Monday to Thursday from 8am to 6pm and Friday from 8am to 4pm.

ADMISSION BY THE HEALTH PLAN

The agreements cover hospital expenses under the contract signed by the client. The patient and/or their financial guardian must be aware of the scope and limitations of their health insurance coverage. Occasional hospital expenses not covered by the health plan may occur throughout your hospitalization and will be informed by the medical team responsible for your case, personally. Expenses for telephone, parking, and other extra services are not covered by most health plans.

Minors under 18 or incapacitated for any reason (physical or legal) require a person responsible for hospitalization, and for those over 60 years of age a contact reference is recommended.

The hospital daily rate is indivisible and covers the period from 10 am on the day of admission to 10 am the following day. In the case of patients admitted privately, partial bills will and must be paid every 48 hours.

Dear Patient,

Rede D'or cares about your safety and that of your family members. In addition to the constant presence of uniformed concierge agents, we continuously monitor the unit's premises using modern surveillance cameras, which allows us to record the entry and exit of visitors at all of our receptions. Although we adopt all these efforts, people in bad faith are using the telephone to obtain undue financial advantages! Don't fall for the scam!

In general, the criminal approaches the patient or their companion by calling

the family member's room or telephone, pretending to be a doctor or hospital employee, and claiming the need for a financial deposit for possible exams and treatments not covered by the plan of health.

Another way to approach this is to claim the need for a new treatment, such as "cancer was discovered during surgery" or "the current treatment requires special medications". In addition, at this point the criminal requests a deposit or PIX in a bank account as a "guarantee or down payment" for the procedure.

Rede D'Or clarifies that our institution does NOT carry out any type of billing over the telephone and does not request bank deposits of any kind, whether in the name of the hospital or for third parties. There are specific face-to-face areas in the hospital to deal with these demands.

Any questions about purchasing medications or carrying out tests/procedures should only be clarified with your doctor and ALWAYS IN PERSON.

Do not provide your personal data by phone or WhatsApp!

If you receive a call or payment request, speak to our medical team in person.



PHYSICIANS

The Hospital has a team of Hospitalists who are available 24 hours a day in all hospitalization sectors. This team is made up of routine doctors and on-call doctors who are at the Hospital 24 hours a day.

Patients receive daily clinical visits from the team in the morning and have a doctor on duty available in the afternoon and evening.

You must tell the medical team who in your family can receive news and information about your health!

If the patient is admitted by an attending physician, our team is available.

The attending physician is one who is not an employee of the hospital and who is chosen by the patient to monitor their hospitalization. The attending physician must register with the Hospital's CRM (medical relationship center).

When the patient has an assistant doctor, he is the one who prescribes the medication and diet that is sent to the nutrition service. It is the attending physician's responsibility to keep their patients informed about the procedures they undergo, as well as their causes and risks. Hospital Norte D'Or, following its professional ethical standards, does not interfere in the relationship between the attending physician and the patient at any level, including financial.

NURSING

Once arriving at the room, the patient will be visited by a professional from the nursing team who will provide general guidance on their hospitalization. During their stay, our patients receive the care of a highly trained team, who will be available 24 hours a day. Whenever they need assistance or the presence of nursing, the patient can use the electronic call system, located next to the bed and in the bathroom.

INFORMED CONSENT

Hospital Norte D'Or understands and respects the right to information related to treatments, procedures, and surgeries, and is concerned with establishing the record of information by the attending physician.

The terms of informed consent must be applied to surgical procedures, anesthetic procedures, dialysis, chemotherapy, transfusion of blood and blood components, thrombolytic therapy in brain stroke, electrophysiological studies, and transesophageal and/or stress echocardiography and in some radiological examinations.

Whenever these informed procedures are indicated, the attending physician will guide the patient and/or their legal representative about the risks and benefits involved.

This practice is formalized through an informed consent form, completed by the doctor himself and signed by the patient/and/or representative. In emergencies, the informed consent form will not need to be signed by the patient/or representative, but rather by two doctors related to the case. This document is kept with the medical record.

PATIENT FEEDING

The patient's diet can be changed by the nutritionist according to the clinical condition, communicated to the medical team and supervised by the nutrition service. Which determines a personalized menu, according to diet therapy. Daily meal times are:

Breakfast	6am to 8am
Lunch	12pm to 2pm
Afternoon snack	3pm to 4pm
Dinner	6pm to 8pm
Supper	9pm to 10pm

ATTENTION: Food of external origin is not permitted at Hospital Norte D'Or for patient consumption.

COMPLEMENTARY EXAMS

The original images and reports of complementary exams carried out before your hospitalization and brought to Hospital Norte D'Or, at the time of your admission, must remain in the custody of your family, avoiding loss.

PHYSIOTHERAPY AND SPEECH THERAPY

The Hospital provides services in the areas of Physiotherapy and Speech Therapy, upon medical request. The teams work with professionals who are trained, qualified and specialized in providing care to hospitalized patients.

MEDICAL CENTER AND IMAGING EXAMS

Patients will be able to schedule appointments and exams via the website www.nortedor.com.br, through the Scheduling Center at 3003-3230, or by calling 3747-3800 (extensions 3805, 3806, and 3809). Patients will be able to collect the results of tests carried out during hospitalization or emergency care. To do so, they must contact the exam delivery department, located on the ground floor after their discharge and request to release the exams.

PSYCHOLOGY

The period of hospitalization can cause anxiety and stress for the patient. In this scenario, the hospital psychologist can help the patient and their family members to deal with these feelings and face treatment with more security and confidence.

The presence of a psychologist may be requested from the Unit's medical team.

HOSPITAL INFECTION CONTROL COMMISSION (CCIH)

Team made up of specialized doctors and nurses, who manage measures to prevent and control hospital infections, ensuring quality and safety in care.



Hospital Norte D'Or, to reconcile health with good hospitality, offers the Hospital Hotel service.

The Hospital's structure follows the standards established by hospital legislation: RDC 50 and Health Surveillance.

ROOM

The rooms were designed to guarantee comfort and safety for patients and companions. The room will be equipped with the following linen items: two sheets, a blanket, a towel, and a pillowcase.

Each patient can request, through the Service Center, extension 4203, another sheet, a blanket, and a towel. The suites are equipped with

- Automatic beds, allowing the patient to find an ideal position through a remote control, regulating height, foot position, and headboard;
- Phone;
- Air conditioning;
- Safe (information with hospitalization sector);
- Minibar;
- Nurse call;
- Wi-Fi;

GOVERNANCE SERVICE

The Hospitality Service aims to provide quality, humanized, and efficient care during the patient's hospitalization period. It meets any request regarding hygiene and hospitality, aiming to ensure comfort and convenience for our patients and families.

HOSPITAL HYGIENE

Every day, the hospital hygiene team cleans the room. Other cleaning will be carried out whenever necessary or when requested from the patient services center. Extension 4203.

LOST AND FOUND

All objects found will be kept at Hospital Norte D'Or for 90 (ninety) days, under the responsibility of the Hotel Management. After this period, the Hospital will provide the appropriate disposal for them.

Patient Services and Governance Center: 4203.

WI-FI SERVICES

To access Wi-Fi, you must register with Rede D'Or as VISITOR or PATIENT.

If you have any questions, please contact extensions 3527, 3748, 3625, 3626.

COMPANIONS AND VISITORS

COMPANIONS

For patient safety, companions must identify themselves at the social reception and must keep their identification visible throughout their stay in the hospital.

The presence of more than one companion per patient will not be permitted after 8 pm.

The medical team will make the decision for the main family member to stay with the elderly or adolescent patient in the ICU, when it is understood that there is an obvious benefit for the patient, as part of their care process, in addition to their physical and mental recovery.

Companions must eat their meals in the hospital restaurant or outside our facilities. The provision of food for the companion will depend on the contractual coverage of your agreement; If in doubt, consult our inpatient department. Meal times will be:

- Breakfast: 7am to 8am, in the hospital restaurant;
- Lunch: 12pm to 2pm, in the hospital restaurant;
- Dinner: 8pm to 9pm, in the hospital restaurant.

VISITOR

Visitors must present their CPF and photo identification document at the social reception. Moreover, they must keep their identification visible throughout their stay in the hospital.

In Intensive Care Units, two visitors are allowed at a time for each patient, up to a limit of 3 (three) visitors per day.

Due to the risk of contamination, it is recommended not to sit on the patient's bed, bring food and floral arrangements.

The presence of children to visit their families will be authorized by the medical team, in conjunction with our psychology service, taking into account whether or not it will be suitable for the child and the patient.

Visiting times	
Adult Unit 8am to 8pm	Cardio Intensive Unit 3pm to 4pm
Semi Intensive 8am to 8pm	Post-operative ICU 1pm to 2pm
Intensive Care Unit Station 1 and 3: 12pm to 1pm Station 2 and 4: 1pm to 2pm	

Visiting times are subject to change without prior notice.

ATTENTION! Visiting hours may be delayed if the team is performing a procedure on the patient.

TRANSFER AND DISCHARGE FROM HOSPITAL



INTERNAL TRANSFER

Whenever the patient needs to be transferred to an Intensive Care Unit, the room occupied by him/her must be released immediately, and the companion and/or their belongings will not be allowed to stay inside so that the room can be made available to another patient who needs it.

The same applies to surgical patients, expected to recover post-operatively in the Intensive Care or Post-Operative Unit.

HOSPITAL DISCHARGE AND CHECK OUT

When determining the patient's discharge, the attending physician must communicate with the sector's nursing team, initiating the administrative discharge procedures. The patient must wait for transport to arrive in the room, which will accompany them until they leave the Hospital premises, passing through the admission reception sector, where expenses are finalized and the discharge book is signed.

Our daily rates end at 10am, and it is important to note that an additional daily charge may apply for departures after this time.

In the case of private admissions, after signaling the medical discharge to the nursing team, inform the check-out person who will check the invoice and go to bed to close the bill.



PARKING

For your convenience, the Hospital has a partnership with a third-party company, which provides ample parking in the external area.

We ask you to check the price list next to the parking booth, as well as overnight prices and conditions.

OMBUDSMAN

The ombudsman is a direct communication channel between the management of Hospital Norte D'Or and its customers. Its mission is to ensure that the customer feels attended to, satisfied and informed.

Suggestions, requests, and criticisms are essential for improving the quality of our service.

In-person service on weekdays from 7am to 5pm (except Friday, from 7am to 4pm). Telephone service via extensions 3647.

Email support: ouvidoria@nortedor.com.br

SMOKERS

According to Ordinance 731, article 4 of the Ministry of Health and Law 3868, of 06/24/02, smoking is prohibited on the Hospital premises.



RIGHTS

1. To receive dignified, attentive, and respectful care regardless of your race, creed, age, gender, sexual orientation, diagnosis, or any other form.
2. To be identified by your first and last name; date of birth, and not by the name of your illness, number, code, or any other form of identification.
3. To be able to identify, through name and function, the professionals involved in your care.
4. To receive clear and understandable information about your diagnosis, therapeutic options, and risks involved.
5. To consent or refuse, at any time, diagnostic or therapeutic procedures, freely and voluntarily, after receiving adequate information about the suggested treatment, as long as it is not life-threatening, without any moral and/or legal sanctions being imposed.
6. To request a second opinion regarding your diagnosis or treatment and, if deemed necessary, replace the responsible physician.
7. To have access to your medical records under the Institution's rules. The medical record includes a set of documents and standardized information about the patient's history, principles and evolution of the disease, therapeutic procedures, and other clinical notes.
8. To have any and all intimate personal information kept as confidential by maintaining professional secrecy, as long as it does not pose a risk to third parties or public health.
9. To receive or refuse psychological, social, and religious assistance.
10. To have your safety, physical, mental, and moral integrity guaranteed.
11. To receive information about the institution's rules for protecting your personal belongings.
12. To receive information about medications that will be administered to you, as well as the origin of blood and blood products, before receiving them;
13. To receive information about the institution's rules for protecting your personal belongings
14. To receive appropriate hospital treatment to control and minimize physical pain; in accordance with the institution's clinical guidelines or protocols;
15. To have spiritual and religious beliefs as well as ethical and cultural values respected;

16. To have rights guaranteed in accordance with current legislation in the case of children and adolescents, disabled or elderly individuals;
17. To have the right to a companion of your choice during the entire period of hospitalization, in accordance with the institution's rules;
18. To be encouraged to participate in all decisions regarding your care, with the guarantee that the team that assists you will provide information and clarifications regarding doubts, results of care and treatment, as well as unexpected results;
19. To be able to indicate the family member or person responsible for information and decision-making regarding diagnostic or therapeutic procedures, including concerning treatments, care and procedures and resuscitation measures or other life-sustaining treatments, applicable to people over 18 years of age or legally emancipated;
20. To express your concerns or complaints to the Institution's management, through the Ombudsman Service and receive relevant information and clarifications, following its rules and regulations;
21. To have respectful and compassionate assistance at the end of your life and be treated with dignity and respect after your death and not have any organ or tissue removed from your body without your prior authorization, that of your family or legal guardian.

RESPONSIBILITIES AND DUTIES OF PATIENTS, COMPANIONS AND FAMILY

1. To give complete and accurate information about your health history, previous illnesses, previous medical procedures, and other problems related to your health.
2. To respect the Hospital's rules and regulations.
3. To take care of and be responsible for the Institution's properties made available to you.
4. To respect the rights of other patients, employees, and service providers of the Institution, treating them with civility and courtesy, contributing to the control of noise, number, and behavior of its visitors.
5. To indicate who is financially responsible for your hospital treatment, informing the Hospital of any changes to this indication.
6. In the case of children, adolescents or adults considered incapable, their respective legal representatives must exercise the rights and responsibilities described.
7. To follow the instructions recommended by the multidisciplinary team that assists the patient, being responsible for the consequences of their refusal;
8. To be responsible for any and all expenses incurred during hospitalization and/

or outpatient care or indicate the person legally and financially responsible for your hospital treatment, informing the Hospital of any changes to this indication;

9. To respect the smoking ban, extended to companions and visitors, in accordance with current legislation;

When any rights are violated or responsibilities are not fulfilled, the unit leader will seek to ensure its adequacy, as a representative of the institution. Ultimately, both patients and families, as well as the institution itself, count on the help of the Ombudsman, who will interface between the two.

STATEMENT

Date of admission: ____ / ____ / ____

Time: _____

I, _____,

Patient/legal guardian of the patient _____

I declare that I have received, on this date, the necessary guidance on the operation of Hospital Norte D'Or, its practices, schedules, and other procedures that I must adopt during my stay at the institution, aiming for my well-being and comprehensive recovery.

On this occasion, I had the opportunity to ask questions and was answered satisfactorily by the professional identified below:

Signature of the professional who provided the information

Signature of the patient / legal guardian

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