



REDE DOR

ORIENTATION GUIDE
**TO PATIENT AND
CAREGIVER**



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INTRODUCTION

Welcome to Hospital Nossa Senhora das Neves! With the committed to offering excellent, safe and humanized care, we have developed this; **Orientation guide to patient and caregiver.**

This guide is intended for hospitalized patients, companions, family members and visitors, aiming to clarify doubts, present rights and duties, explain the hospital routine and highlight good practices in the hospitalization environment. Our goal is for you to feel welcomed, respected and safe. throughout your care journey. Count on our multidisciplinary team; we are by your side to care for you with responsibility, empathy, and excellence. Below, you'll find:

Get to know better who we are and how we move:

 VISION	 MISSION	 VALUES
To be a reference in health in the Northeast	Offer the best experience in caring of the family	Ethics; I respect people; Owner attitude; Knowledge shared; Commitment to Sustainability; Innovation.



RIGHTS OF PATIENTS AND COMPANIONS

Patient rights guarantee the protection and respect of human dignity, while ensuring fair access to health care. and egalitarian. Among the main rights, we can highlight:

Clear and Complete Information

- Be called by the civil registration name or social name.
- Have access to identification of the professionals responsible for your care, through a badge with photo, full name and the sector or department to which they belong.
- Be informed about diagnosis, treatment, prognosis and alternatives in an understandable way.



Free and Informed Consent

- Be consulted before procedures, with an explanation of the risks, benefits and options.
- Consent must be given voluntarily, without coercion, and can be revoked at any time.



Privacy and Confidentiality

- Protection of personal and medical information.
- Preservation of privacy during care and hospitalization.



Humanized Service and Respect

- Be treated with dignity, empathy and without discrimination.



- Respect for autonomy, beliefs and personal values.



Family or Trusted Persons Accompaniment

- The patient has the right to be accompanied during hospitalization, except in the Adult ICU, due to the exclusivity of beds designated for more serious cases.
- Indication of person responsible for treatment: The patient has the right to indicate, of his or her own free will, to whom he or she will entrust decision- making in the event of becoming unable to exercise his or her autonomy, including with regard to treatments, care, procedures and resuscitation measures or other life-sustaining care (applicable to those over 18 years of age or legally emancipated).



Continuity and Accessibility to Treatment

- Clear guidelines on follow-up care after discharge.
- Access to medical records, in accordance with legislation and regulations. institution.
- Request for a second medical opinion, or replacement of the responsible professional, in accordance with institutional policy.
- Care without discrimination, with timely access and quality at all stages of care.



Assessment, reassessment and treatment of pain

- The patient has the right to have their pain assessed regularly and treated appropriately, with a focus on relief, comfort and well-being, as an essential part of care.



End-of-Life and Post-Death Care

- The patient has the right to receive respectful, compassionate and dignified care at the end of life, being welcomed in their physical, emotional, social, and spiritual needs. After your death, you must be treated with the same respect and dignity, ensuring that no organs or tissues are removed without your prior authorization or the consent of your family or guardian. legal, in accordance with current legislation.



Protection of personal property

- Receive guidance on the institution's rules regarding the storage and protection of your personal belongings during your stay in the health service.



Complaints and Access to Ombudsman Offices

- Access to ombudsman offices and ethics committees to register complaints, complaints or suggestions.



Special situations

1. Ensure that children, adolescents, individuals with special needs and the elderly have their rights in accordance with current legislation and institutional policy.
 - 1.1. **Being a child or adolescent:**
 - The mother or father responsible for decisions and interests;
 - Maintain the continuity of school activities, as well as the encouragement of recreation.
 - 1.2. **Being a newborn:**
 - Not be separated from its mother at birth, except when the newborn or the mother requires special care.
 - 1.3. **Being elderly:**
 - Assegurar o direito ensure the right to a companion and provide adequate conditions for their full-time stay according to medical criteria;
 - Ensure comprehensive care, especially for diseases that affect
 - Preferably the elderly.
 - 1.4. **Being Women:**
 - The patient has the freedom to choose her companion, in the context in which she may feel vulnerable, such as: gynecological exams; births and hospitalizations related to reproductive health; invasive exams or surgeries, always ensuring a safe, welcoming environment that respects the patient's privacy.



**FEDERAL LAW Nº14.737, EVERY FEMALE PATIENT HAS THE RIGHT
A COMPANION OF YOUR CHOICE FOR CONSULTATIONS, EXAMS AND
PROCEDURES.**

PLEASE GO TO:





DUTIES AND RESPONSABILITIES OF PATIENTS

The patient's duties aim to ensure good coexistence and the good progress of the treatment, as well as collaboration with health professionals for effective care. Among the main duties, the following stand out:



Collaborate with treatment

- Inform your doctor about any difficulties in following the treatment or possible side effects.
- Follow the instructions and treatment proposed by the multidisciplinary team responsible for your care and assume responsibility for refusal.



Provide accurate information about the History of Health

- Pre-existing illnesses, previous treatments and allergies.
- Report the use of medications, including those that cause dependence.
- Family health conditions, if relevant to treatment.



Comply with the rules and regulations of the Health Institution

- Respect internal rules, schedules, hygiene, safety, food, use of equipment and conduct in common areas.
- Respect the smoking ban in all internal and external areas of the hospital, contributing to a healthy and safe environment for everyone.



Respect other patients and professionals



- Respect the rights of other patients, companions and employees, treatment with civility, respectful behavior, avoiding noise, aggression or inappropriate attitudes.

\$ Financial Responsibility

- Cover the costs of care according to the health plan or private agreement.

ACCOMMODATIONS

The Hospital offers different types of accommodation, designed to provide comfort, safety and well-being to patients and your companions during hospitalization. Accommodations are available according to the type of health plan (agreement) or private regime, respecting the contracted category and the availability at the time of admission. The following will be the types of accommodation available are presented:

INFIRMARY





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Collective accommodation.

Shared bathroom.

Right to 01 companion.

APARTAMENT



Single room.

Private bathroom.

Right to 01 companion.

SUITE (OPTIONAL UPGRADE)





Differentiated accommodation, with expanded structure and greater comfort.

Individual environment, with reserved space for companions and visitors.

TV, sofa, minibar and additional comfort items. Available upon request.

Daily rate for the suite: check at reception or the admissions department.

General Instruções:

Keep your belongings safe by keeping them in hospital facilities only when strictly necessary.

Make sure nothing is forgotten at the time of discharge.

We inform you that the institution is not responsible by personal objects of the patient and family, such as:

cell phone, jewelry and similar items, notebook or valuables left behind in an apartment.



ACCESSIBILITY

Since its founding, the Hospital Nossa Senhora das Neves was carefully designed to provide a structure modern, safe, and aligned with the best practices in hospital architecture.

We combine aesthetics, technical knowledge, and compliance with safety standards to provide comfort and well-being to all our patients.

We have an accessible infrastructure, designed to serve people with disabilities, reduced mobility and/or special needs, ensuring autonomy and safety throughout the hospital stay.

We also provide a multilingual team, prepared to welcome and guide patients who speak other languages, promoting clear and effective communication.

If you would like a religious representative to visit, we are available to help. The Office of Religious Experience

Patient can assist in locating representatives of different beliefs. Just contact **extension 9011**.



PATIENT VISITING HOURS

The Hospital values the presence of families and understands the importance of support during hospitalization. To ensure the well-being of patients and the organization of services are visiting hours established:

Inpatient Unit	
Apartament and wards	8am to 9pm
	01 Companion 02 Visits per patient

Intensive Care Unit - ICU	
Adult ICU	11am to 1pm 3pm to 5pm
	01 companion 01 visitor per patient
Pediatric ICU	11am to 1pm 3pm to 5pm
	01 companion (free access to parents) 01 visitor per patient
Neonatal ICU	01 companion (free access to parents) Visitors: Grandparents – from 1 pm to 2 pm, Monday and Friday. Brothers – from 1pm to 2pm, Wednesday.

Maternity	
Apartaments	8am to 9pm
	01 companion 04 visitors per patient
Wards	8am to 9pm
	01 companion 02 visitors per patient



HOTEL INDUSTRY

Cleaning of apartments and common areas is carried out with the use of products, equipment and hygiene techniques specific, standardized and validated by the Hospital Infection Control Service. To ensure service excellence, we rely on with a daily cleaning schedule.

The Hotel Industry has an exclusive **extension (9161)** to respond to requests such as:

- Linen items (sheets, blankets and towels).
- Adjustments related to the operation of TVs and air conditioning.
- Additional cleaning when necessary.



DEPARTAMENT OF NUTRITION AND DIETETICS

The Department of Nutrition and Dietetics is responsible for preparation, organization and distribution of meals, which are adapted in accordance with medical prescriptions and dietary therapy procedures nutritionist.

Within 24 hours of admission, the nutritionist visits the patient to perform nutritional screening.

Meals are served at the following times:

DISTRIBUTION	
PATIENT	ELIGIBLE COMPANION
Breakfast: 6:00 AM – 7:30 AM	Breakfast: 6:00 AM – 7:30 AM
Morning snack: 9am – 10am	
Lunch: 11am – 2pm	Lunch: 11am – 2pm
Afternoon snack: 3pm – 4pm	
Dinner: 6pm to 7:30pm	Dinner: 6pm to 7:30pm
Evening snack: from 8:30 pm to 9:30 pm	

Guidelines

- Meals must be consumed immediately upon receipt to ensure food quality and safety.
- For better control and effectiveness of the treatment, we request that does not bring any food for the patient's consumption.
- When changing the diet prescription, the change will be made at next meal.



- Eligible companions receive meals (breakfast, lunch and dinner), including:
 - ✓ Companion of patients under 18 years of age;
 - ✓ Companion of elderly patients (over 60 years old);
 - ✓ Companion for people with disabilities;
 - ✓ Companion for women in labor: woman during labor, delivery and postpartum.
- Some agreements cover meals for the companion. Check coverage with your insurance provider or inquire at the Main Reception.

If you have any questions or need guidance, please consult the Nutrition Service by extension (9021).

OMBUDSMAN

The Hospital Ombudsman's Office is a direct channel of communication between patients, companions, employees and the institution. Its main objective is to welcome expressions such as compliments, suggestions, requests, complaints and reports, always seeking the continuous improvement of our services.

How to access the Ombudsman:

- In person: Go to the Ombudsman's Office, located next to the main reception.
- By phone: 3003-4330 WhatsApp (83) 99831-0633
- By email: ouvidoria@hnsn.com.br
- Website: <https://hnsn.com.br/ouvidoria>

Opening hours:

Monday to Friday, from 8am to 6pm.



All complaints are treated confidentially, ethically and impartially, and responses are provided within defined deadlines, according to the complexity of each case.

CENTERED CARE MODEL PATIENT

The patient-centered care model recognizes that patient needs and values come first. This model seeks to provide individualized, comprehensive, and humanized care, promoting the active participation of the patient and/or their guardian. all stages of care and hospitalization.

To strengthen patient safety, the healthcare team provides guidance to patients and their caregivers on best care practices, focusing on the safety of all patients, family members, and staff, and continuously improving communication between teams and users of our services.

It is essential that patients and escorts:

- ✓ Be aware of the risks involved in the procedures;
- ✓ Promptly report any questions, discomfort or information relevant to care teams;
- ✓ Actively **participate in the care process.**

All relevant information will be duly recorded in the medical record and communicated to the patient and/or companion, ensuring transparency, quality and safety in service.



QUALITY AND PATIENT SAFETY

The Patient Quality and Safety Policy consists of a set of actions to promote the continuous improvement of all the services performed by our institution, based on a safe, effective, patient-centered, timely, efficient care with equity.

Our hospital is accredited by the Joint Commission International (JCI), one of the most respected healthcare accreditation institutions in the world. This certification attests to our commitment to the highest standards of quality, patient safety, and excellence in service, including compliance with the International Goals of Patient Safety.

INTERNATIONAL SECURITY GOALS

Patient safety is a priority for the Hospital Nossa Senhora das Neves. Therefore, we encourage patients and companions actively Participate in care during the hospitalization.

Check out how you can contribute below:



GOAL 1 – PATIENT IDENTIFICATION

Confirm your Identification: sua Identificação:

- Whenever you receive medication, undergo tests or procedures, confirm your full name and date of birth.
- Use the identification bracelet correctly and inform if it is incorrect or damaged.

Identification Bracelets

White: identifies the full name and date of birth.

Red: identifies whether the patient has an allergy.

Yellow: identifies whether the patient is at risk of falling.

GOAL 2 – IMPROVE EFFECTIVE COMMUNICATION

Participate in Communication with the Healthcare Team:

- Correctly inform your current medications, allergies and illnesses.
- Ask the team any questions you may have. Asking questions is your right!
- If something seems wrong or out of the ordinary, notify a professional. immediately.

GOAL 3 – IMPROVE SAFETY OF HIGH-ALERT MEDICINES

Pay Attention to Medications

- Always ask what the medicine is, what it is for and how it should be taken.
- Notify the team if you experience any different effects after use.
- Do not accept medicines without your identification being confirmed.



GOAL 4 – ENSURE SAFE SURGERY

Safety in Surgery or Procedures

- Before surgery, confirm the location and type of procedure with the team.
- Follow all pre- and post-operative instructions.

GOAL 5 – REDUCE THE RISK OF INFECTIONS ASSOCIATED WITH HEALTH CARE

Infection Care

- Always wash your hands, especially before meals and after using the bathroom.
- Encourage visitors and companions to also wash their hands or use hand sanitizer.

GOAL 6 – REDUCE THE RISK OF HARM TO PATIENT RESULTING FROM FALL AND INJURY BY PRESSURE

Fall and Injury Prevention

- Ask for help getting up, walking, or going to the bathroom, especially if you feel dizzy or weak.
- Avoid leaving objects on the bedroom floor and keep the doorbell always within reach.
- Follow all instructions for changing position.

The following link is provided in case you would like to report If you have concerns about patient safety, please contact us:

<https://qualidor-notifica.rededor.com.br/notificar-evento>



CONCERNS ABOUT PATIENT SAFETY, CONTACT US.



If you would like to speak to JCI about patient safety, please visit here: <https://www.jointcommissioninternational.org/contact-us/report-a-quality-and-safety-issue/>

REPORT EVENTS RELATED TO PATIENT SAFETY, CONTACT JOINT COMMISSION INTERNATIONAL.





HOSPITAL ISOLATION: PRECAUTIONS FOR ISOLATION

To ensure everyone's safety and prevent the spread of infections, some patients must remain in hospital isolation. This measure aims to protect the patient, other inpatients, visitors, and healthcare professionals.

Important guidelines for patients and companions:

1. Why is isolation necessary?

Isolation is recommended when there is a risk of transmission of microorganisms (viruses, bacteria, or fungi). It may be necessary if transmissible infections are suspected or confirmed.

2. Specific precautions may include:

- **Use of masks, aprons and gloves** by staff, companions and visitors, as directed;
- **Frequent hand hygiene**, especially when entering and leaving the room;
- **Circulation restrictions:** the patient must remain in the room, avoiding unnecessary movements around the hospital;
- **Controlled or restricted visits**, depending on the type of precaution;
- **Companions and visitors must strictly follow the nursing team's instructions.**

3. Common types of insulation:

- **Contact** (e.g., infections by multidrug-resistant bacteria);
- **Droplets** (e.g. flu, COVID-19);



- **Airborne** (e.g. tuberculosis).

The team will inform you of the type of precaution required for each case.

4. Your collaboration is essential

- Follow all instructions provided by the care team;
- Avoid touching surfaces unnecessarily;
- Keep personal items organized and inside the room;
- If you have any questions, speak to the nurses or staff. doctor.

SAFETY ON THE PREMISES OF INTITUITION

The institution has 24-hour camera monitoring and images are stored confidentially and protected. All access to hospital facilities is monitored for safety.

The hospital has trained and prepared teams to assist urgent and emergency situations in the institution's buildings. In the event of any incident, respect and follow strictly follow the guidelines.

FIRE PREVENTION

The entire building is equipped with fire-fighting equipment. fire, alarm and properly identified emergency exits.

In all sectors, we have escape routes representing the fastest and safest route to reach the exit. nearest emergency room.

In case of fire, follow the instructions of employees, identified as members of the fire brigade, with **red buttons** on the functional badge.



SMOKE

We inform you that smoking is **strictly prohibited** in any internal or external area of the hospital, including apartments, bathrooms, corridors and stairs.

This measure is essential to ensure everyone's safety, especially since the apartments are equipped with flammable medical gas valves, which significantly increases the risk of fires and explosions.

NOTE: In exceptional circumstances, patients undergoing treatment who require smoking will be evaluated by the medical team. If cleared and prescribed, the patient will be directed to a designated outdoor area, accompanied by an authorized professional.



HOSPITAL DISCHARGE

We inform you that, from the MEDICAL DISCHARGE, the period of hospitalization and all assistance, hotel and nutritional services are officially closed.

After discharge, the patient and his/her companion may remain in the apartment for up to 1 (one) hour to organize their belongings and leave with peace of mind.

Staying beyond this period may result in a charge of additional values, according to the institution's internal policy.

Personal Belongings

We kindly ask you to confirm that you are taking all your belongings. personal.

Service Channels

If you have any questions or need support, our Hotel Center and is available at extension 9161.

**TO SCHEDULE CONSULTATIONS OR EXAMES, PLEASE CONTACT
OUR APPOINTMENT CENTER:
(83) 3565-9000**



REQUEST FOR COPY OF MEDICAL RECORDS

The registration data and other information that make up the patient's medical record are confidential by law, and are the patient's right, according to the resolutions of the Federal Council of Medicine, in particular Resolution CFM No. 2,217/2018 and CFM Recommendation No. 03/2014.

REQUEST

The patient and/or **guardian may request a copy of the medical record**, following the flow:

1. Choosing the type of copy;
2. Upon request, Hospital Nossa Senhora das Neves will charge a fee to cover the costs necessary to prepare the document at the time of the request, as follows:
 - Printing a specific form from the medical record (surgical description, anesthetic form or discharge summary) will NOT incur any cost.
 - Standard value for request on digital media (pen drive) =R\$ 20.00 (twenty reais);
 - In the case of a printed request, the cost of copying per day will be charged = 5.00 (five reais).



NOTE: If the period of hospitalization requested occurred more than 8 years ago, it will be necessary to retrieve the medical records from an outsourced archive and an additional fee of R\$20.00 (twenty reais) will be charged.

3. A copy of the requested document will be provided within 15 business days after payment has been made;
4. If the date of admission is more than 4 months ago, the copy of the requested document(s) will be provided within 30 business days after payment has been made.

DELIVERY

To receive a copy of the requested document, you will need to present the following documentation:

Patient himself, upon presentation of the document original with photo or certified copy;

Person with power of attorney with notarized signature, upon presentation of the original document with photo or certified copy of both;

NOTE: The power of attorney with notarized signature must include the description of full power to access the patient's information in the medical record.

- Father or mother of the patient under 18 years of age, upon presentation
- of the original document with photo or certified copy and birth certificate of the minor;
- Holder of a Guardianship Agreement for a patient over 18 years



of age, incapable of exercising Civil Life, upon presentation of the original document with photo or authenticated copy of both;

- Holder of a Guardianship Agreement for a patient under 18 years of age, except for the father and mother, upon presentation of the original document with photo or certified copy of both;
- Holder of a Death Certificate for a deceased patient, provided that he/she is a spouse/partner with a marriage certificate or legitimate successors in a direct line, children or collateral relatives up to the fourth degree, in accordance with CFM recommendation no. 03/2014*, upon presentation
- of the original document with a photo or a certified copy of both.

NOTE: *CFM Recommendation No. 03/2014 states that medical, clinical, outpatient or hospital treatment institutions:

a) provide, when requested by the surviving spouse/partner of the deceased patient, and successively by the legitimate successors of the patient in a direct line, or collateral up to the fourth degree, the medical records of the deceased patient: provided that the family relationship is documented and the order of hereditary vocation is observed.



FINAL CONSIDERATIONS:

Copies will be available for pickup for 90 (ninety) days, after this period they will be discarded.

PHONE SCAM WARNING

Out of respect for our patients and families, and in order to prevent possible fraud, we inform you that we are aware of a new scam being applied in hospitals, with the aim of obtaining financial advantages during the period of hospitalization.

The scam consists of calls made by scammers pretending to be doctors, suppliers or even employees of the institution.

During the conversation, they claim that the hospital needs certain products or materials that are not available and offer "affordable prices," seeking to convince family members to make undue payments.

Important guidelines:

Be wary of any suspicious calls. If you receive such contact, do not make payments or money transfers without first confirming the authenticity of the request.

Immediately inform the Hospital Administration of any suspicious approach, by calling 83- 3565-9000, so that we can take the necessary measures.

Do not make deposits, TEDs, DOCs, PIX or any type of payment to unknown people, even if they claim to be employees or representatives of the institution.



We clarify that Hospital Nossa Senhora das Neves has no connection with these frauds and, therefore, is not responsible for any financial losses resulting from scams carried out by third parties outside of our control.

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