



# PATIENT

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# GUIDE

**RIOS** *DOR*  
**HOSPITAL**

## **PRINCIPLES**

Of all the advances achieved by Rede D'Or, the most important one was to always maintain the same dedication and respect for life, from the start.

## **MISSION**

Provide medical-hospital care which is highly effective, with qualified and motivated teams, respecting ethics, and individuals within their social and environmental context.

## **VISION**

To be a reference in hospital management and in the provision of medical services, based on the highest technical standards and socioenvironmental responsibility.

## **VALUES**

Competence, credibility, sustainable development, humanization, integrity, and respect.

## **WELCOME!**

The Rios D'Or Hospital offers modern facilities to provide quality care to companions, families, guardians, and visitors. It has modern inpatient beds for adults and children. Humanization, care, attention, and respect are words that guide all the activities of the teams. In this guide, you will have access to all this information and much more during your stay at the Institution.

Welcome!

## **INTRODUCTION**

The Rios D'Or Hospital presents the Patient Guide, developed to guide you during your care and stay at the institution. This manual is intended for patients and their caregivers (companions, family members and visitors). Its purpose is to provide important information to the users of our services, such as practices aimed at the wellbeing and recovery of the patient and is a facilitating instrument for the common experience in the hospital environment.

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# PATIENT RIGHTS AND RESPONSIBILITIES



## RIGHTS

1. Receive dignified, caring, and respectful care regardless of race, creed, color, age, sex, sexual orientation, diagnosis, or any other form of prejudice.
2. Be identified by your first and last name and not by the name of your disease, number, code or any other disrespectful or prejudiced way.
3. Be able to identify through their name and function the professionals involved in your care.
4. Receive clear and understandable information about your diagnosis, therapeutic options and risks involved.
5. Consent or refuse, at any time, diagnostic or therapeutic procedures freely and voluntarily, after receiving adequate information about the suggested treatment, provided you are not at risk of death and without any moral and/or legal sanctions being attributed.
6. Have access to your medical record in accordance with the rules of the Institution. Medical records should include the set of documents and standardized information about the patient's history, principles and evolution of the disease, therapeutic practices, and other clinical notes.
7. Have the confidentiality of any and all personal information safeguarded, by the maintenance and professional secrecy, provided that it does not entail risk to third parties or to public health.
8. Receive or refuse psychological, social and/or religious assistance.
9. Have their safety, physical, psychic, and moral integrity ensured.

## RESPONSIBILITIES

1. Provide complete and accurate information about your health history, previous illnesses, previous medical procedures, and other problems related to your health.
2. Respect the hospital's rules and regulations.
3. To care for and be responsible for the property of the Institution placed at your disposal.
4. 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 your visitors.

5. Indicate the financial source of your hospital treatment, informing the hospital about any changes in this indication.

## **IMPORTANT:**

For children, adolescents or adults considered incapable, the rights and responsibilities described above shall be exercised by their Legal Guardians.

## **HOSPITALIZATION**



The Hospitalization Reception is responsible for formalizing your reception in this Hospital.

Every patient must have, at the time of admission, a responsible person to sign the Term of Responsibility. This can only be done under the responsibility of a qualified physician who is registered at the Rios D'Or Hospital.

It is important to have in hand original documents such as your identity card, CPF (Natural Persons Register), health plan card and the medical request.

## **HOSPITALIZATION THROUGH HEALTH PLAN**

Expenses are covered according to the contract signed by the hospital with each health care plan. Those that are not covered must be paid separately by the patient or his financial source, who must be aware of the coverage scope of his plan, as well as the limitations and exclusions it may have.

Telephone expenses and other extra services are not covered by the health plan.

The hospital daily rate is indivisible and comprises the period from 10am on the day of admission to 10pm the following day.

## **PRIVATE HOSPITALIZATION**

Hospitalization expenses must be paid every 48 hours or on the first business day after this deadline at the latest, When partial accounts will be issued, and the accounts department will contact the financial person in charge. For more information, please contact extension 3640 from Monday to Thursday, from 9am to 5pm or Friday from 9am to 4pm.

The hospital daily rate is indivisible and comprises the period from 10am on the day of admission to 10am the following day.

## **IDENTIFICATION BRACELET**

For the protection and safety of the patients, an identification bracelet with their respective data will be supplied upon hospitalization and cannot be removed during the hospital stay.

If the bracelet tears the nurse in charge of the sector must be informed to provide a replacement.

## **HOSPITALISTS ON DUTY / CLINICIANS**

Hospitalists on duty / clinicians are part of the hospital's clinical staff and are available 24 hours a day for any emergency care. They will be responsible for the daily evaluation and management of the patient, together with the attending physicians, if the patient and/or family desires.

## **ATTENDING PHYSICIAN**

The attending physician is chosen by the patient or indicated by the health plan to accompany the hospitalization. The professional and his team must be registered in the CRM (Medical Relationship Center) of the hospital and identify themselves in the administration if they do not have a hospital identification badge.

Following its Code of Ethics, the Rios D'Or Hospital does not interfere in the relationship between the attending physician and the patient at any level, including the financial one. Therefore, it is not responsible for any amounts charged by the professionals who are part of the assistance team.

## **SURGICAL / INVASIVE PROCEDURES**

For elective procedures, the physician in charge must provide the patient with the Consent Form (document informing the most common risks of a given procedure), which must be signed before or during hospitalization, however, before the procedure to be performed.

The transfer to the Surgical / Hemodynamic Center is conditioned to the signature of this document by the anesthesiologist and surgeon, except in cases of urgency or emergency. In these situations, the informed consent form will not need to be signed by the patient and/or representative, but by two physicians related to the case.

## NURSING

Upon arrival in the room, the patient will be greeted by a nursing professional, who will provide general guidance. During hospitalization, patients will receive the care of a team that will be available 24 hours a day.

Whenever nursing help is needed, the patient can use the call system, located next to the bed and in the bathroom.

## MEDICAL RECORD

The medical record is the main communication tool among professionals who participate in patient care. It is the obligation of doctors and other professionals to fill it out correctly.

The information contained in it is the property of the patient and is in the hospital's physical custody. All information generated is confidential, with restricted access to people who participate in patient care or those authorized by the patient and/or legal guardian.

In case a copy of the medical record is necessary, the patient and/or his/her legal representative should request it from the Hospitalization sector. Copies of medical records or any other document regarding care will be delivered within a deadline established by the hospital.

## PATIENT'S DIET

The Nutrition and Dietary Service of the Rios D'or Hospital is responsible for the production and distribution of meals to inpatients. Its mission is to offer quality food and according to the patient's conditions, considering their beliefs, restrictions and eating habits.

Patients and family members are instructed not to provide food which is not produced by the Nutrition Service of this unit without prior knowledge of the Nutritionist in charge, so the food in question can be evaluated before it is given to the patient.

All the materials and utensils from the nutrition service should be used **EXCLUSIVELY** by the patient.

Daily mealtimes are the following:

Breakfast:	6:30am – 7:30am	Snack:	3pm – 4pm
Collation:	9am – 10am	Dinner:	6pm – 7pm
Lunch:	12pm – 1pm	Supper:	8:30pm – 9:30pm

## PHYSIOTHERAPY AND SPEECH THERAPY

We have qualified and specialized physical therapy and speech therapy professionals, who, if necessary, will participate in your treatment.

## PSYCHOLOGY

The hospital offers specialized psychology services, which may be requested of the medical or nursing team.

## HEMOTHERAPY

The hospital provides this service 24 hours a day through the Transfusion Unit.

## ADDITIONAL TESTS

Patients have access to all tests performed during the hospitalization period or in the Emergency Room. To request these exams, one should seek the Exam Delivery Reception from Monday to Thursday from 9am to 5pm or Friday from 9am to 4pm. The exams can be accessed online at: [www.rededor.com.br/paciente](http://www.rededor.com.br/paciente).

The results of the tests will be available in 7 (seven) business days, from the date of the request. However, in special cases, depending on the length of stay or the complexity of the tests, the delivery time may be longer.

## HOSPITALITY



The hospitality service works 24 hours a day.

The rooms are visited daily by a hospitality assistant that delivers bed and bath linen.

The rooms at Rios D'Or Hospital are equipped with the following items:

- Minibar (only to keep water for the patient)
- Call for nursing
- Cable TV with remote control



- Air conditioning control
- Safe.

Other requests will be addressed whenever necessary through extension 3681.

## **HYGIENE**

The hospital hygiene service works 24 hours a day.

A team will carry out cleaning and disinfection of the room, after the bath, on a daily basis.

Further sanitizations will be performed whenever necessary or when requested at Extension 3637.

## **ACCESSIBILITY**



Since its foundation the institution has been designed to provide the client with the most current health care architecture, combining aesthetics, technical and normative knowledge with a safe structure to serve our customers.

We have an infrastructure designed to ensure accessibility for people with disabilities and reduced mobility and / or special needs.

## **BIOETHICS COMMISSION AND PALLIATIVE CARE**



The Rios D'Or Hospital has a Bioethics and Palliative Care Committee that is available to patients, families and / or guardians.

The hospital understands the patient has a right to contact the committee and this can be done through the care team or directly through the QR Code below:



# INTERNAL AND EXTERNAL TRANSFER

## INTERNAL TRANSFER (INTERSECTORIAL)

The internal transfer in the hospital happens through discharge from one sector to the other, or due to the need for specific care of a certain sector.

Discharges to rooms in the inpatient unit, where the patient needs a companion, will be notified in advance so that family members or guardians can be present at the time of the patient's discharge. In specific situations and with medical criteria, discharge between sectors may happen without the presence of the family member or guardian.

In the case of pediatric patients, during the entire hospitalization process, the child needs to have a companion.

## EXTERNAL TRANSFER

The transfer to another hospital, requested by the attending physician, the patient himself or his family members occurs only upon medical clearance and contact with the destination hospital, which must agree and inform the name of the physician who will receive the patient.

The process is registered in medical records, mentioning the occurrence and knowledge of family members, when applicable. In the case of transfer requested by the health plan, this can only be done after the written agreement by the patient himself or his guardians, which will also be duly described in the medical record.

# HOSPITAL DISCHARGE



The discharge process begins as soon as the physician communicates this to the hospital. The physician must inform the nursing staff and may prescribe some procedures and care to be performed before the patient leaves the room.

Nursing will be responsible for providing a stretcher to accompany the patient to the Hospitalization/Check Out sector, so that the exit logbook is signed, and other necessary measures can be arranged.

Daily rates close at 10am each day. After discharge, the room must be vacated within 60 minutes (1 hour).

A satisfaction survey form will be forwarded to the registered email at the time of admission. It is very important to fill it in so that internal processes and services can be improved every day.

## **SMOKING**

According to article 1 of State Law 3.868/2002 and article 4 of decree 731/90 from the Ministry of Health, it is forbidden to smoke within the hospital premises.

## **PARKING**

For your convenience, the hospital has a parking lot with third party administration. We request you check the price at the parking lot booth as well as the overnight rates and conditions.

## **CAFETERIA**

In partnership with the snack bar chain Rei do Mate, the hospital provides a daily cafeteria service near the hospital's main entrance.

\*Check business hours on site

## **RELIGIOUS SUPPORT**

The patient and/or family member can choose and bring leaders of any belief or religion to provide religious assistance after informing the clinical staff.

We have the São Francisco de Assis Chapel in our premises, located by the hospital restaurant, which is open 24 hours.



Useful extensions	
Hospitality	3681
Nutrition	3661
Main Reception	3626/3603
Ombudsman	3540
Nursing supervisor	3660

To contact the Rios D'Or Hospital, call: (21) 2448-3600 and wait for the operator's instructions.

To make internal calls, only dial the extension number desired.

In case of doubt, check the extension list near the telephone.

To make external calls, from the telephone in your room, dial extension 4000 and inform the number you wish to call.

## EMERGENCY EXTENSION

Extension 4100 is for communicating major internal emergencies in the hospital.

This extension must be activated in cases of:

- Fire hazard, or an actual fire
- Disappearance of people
- Strange objects
- A suspicious person circulating around the hospital
- Aggression (physical or material)
- Structural risk
- Any other situation that you consider unexpected or potentially hazardous.

\*We do not supply clinical information about inpatients

## WARNING ABOUT TELEPHONE CALLS

We do not carry out any type of charge via telephone. People who aim to obtain financial advantages can make telephone contacts during or after hospitalization in the hospital. They usually identify themselves as physicians or employees and make undue charges.

In case you receive any call of this sort, we advise you to contact your physician IMMEDIATELY through the telephones previously informed by the medical team of your care or call the Rios D'Or Hospital at (21) 2448-3600 and report the incident.

In this case do not make any banking transaction, because this practice is not part of the procedures of the Rios D'Or Hospital.

## OMBUDSMAN



The ombudsman service is the direct channel for compliments, suggestions and complaints providing service and agile solutions that represent your rights and contribute towards improvement of the service. It is also a direct channel of communication between the Board of Rios D'Or Hospital and its clients.

Communication Channels:

- In-person: Business hours from Monday to Thursday from 8am to 6pm and Friday from 8am to 5pm.
- Extension: 3540
- Corporate Telephone: (21) 3003-4330.
- Site: <https://www.rededorsaoluiz.com.br/hospital/riosdor/fale-conosco>

## TELEPHONE CALLS

External calls must be requested through extension 4000, including calls to mobile phones, domestic (DDD) and international (DDI). However, the cost for these will be charged when the patient is discharged.

The clinical staff is not authorized to supply any information about patients through external calls received, with the objective of guaranteeing the safety of patient privacy.

## VISITORS

Visitors must identify themselves at the Main Reception to receive an identification badge that will grant them access to the hospital. This identification badge must remain visible at all times.

Too many visitors and their permanence beyond the permitted time can disturb and cause an impact on the patient's resting time and/or harm the different procedures necessary for recovery.

The Hospital Infection Control Commission (CCH) recommends the following:

- Wash your hands with water and soap before and after the visits.
- Do not sit on the patient's bed.
- Do not bring food.
- Do not keep flower arrangements inside the room.
- Visits may be suspended or postponed temporarily due to medical request, in cases of interurrences, but will be promptly justified to family members or guardians, as soon as possible.

Visits	
<b>Adult Rooms</b> Daily from 8am to 8pm, up to 5 visitors per day.	<b>Adult ICU</b> From Monday to Friday from 3pm to 5pm and Saturdays and Sundays from 12pm to 5pm, up to 4 visitors per day preferably family.
<b>SUI</b> Daily from 3pm to 5pm, up to 4 visitors per day, preferably family.	<b>Pediatric Rooms</b> Daily from 8am to 8:30pm, no restriction to the number of visitors.
<b>Pediatric ICU</b> Daily from 2pm to 4pm, up to 2 visitors per day preferably family.	

## COMPANIONS

If the daily rate of the companion is not foreseen by the health plan, the charges related to the overnight rates will be paid daily, according to the length of hospitalization of each patient.

The Rios D'Or Hospital does not have accommodations for companions of patients transferred to Intensive Care Units (ICU), in which the presence of companions is not allowed.

The companions must have their meals in the hospital restaurant or in a place of choice, outside our premises, avoiding consuming food inside the hospitalization units, except for companions of pediatric patients, Where a meal will be offered to a companion in the room, at the following times:

Meal for Companions			
Restaurant		Rooms	
Breakfast:	7:30am – 9am	Breakfast:	7am -9am
Lunch:	11:30am – 2:30pm	Lunch:	1pm – 2pm
Dinner:	7:30pm – 9:30pm	Dinner:	7pm – 8pm

## RIOS D'OR MEDICAL CENTER



The Rios D'Or Hospital offers consultations in different specialties, besides imaging and lab tests.

### ADDRESS:

#### Freguesia Medical Center (attached to hospital):

Estrada dos Três Rios, 1366 – Freguesia / Telephone: 2448-3440 and 99892-6864

To schedule your appointment, find the unit of your choice or schedule through our Central office: 3003-3230, through WhatsApp (21) 2272-3053 or [rededor.com.br](http://rededor.com.br)





# DECLARATION

Date of hospitalization: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Time: \_\_\_\_\_

I, \_\_\_\_\_,  
Patient / Legal Guardian

by \_\_\_\_\_,

declare that I have received, on this date, the necessary instructions about the operation of the Rios D'Or Hospital, its practices, times, and other procedures that I should adopt during my stay at the Institution, to ensure my wellbeing and full recovery.

On this occasion, I had the opportunity to ask questions that were answered in a satisfactory manner, by the professional indicated below:

\_\_\_\_\_  
Signature of professional that supplied information

\_\_\_\_\_  
Signature of patient / legal guardian







HOSPITAL RIOS D'OR

# RIOS D'OR

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# HOSPITAL

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Estr. dos Três Rios, 1366 - Freguesia de Jacarepaguá, Rio de Janeiro - RJ, CEP: 22745-005 Telephone: (21) 2448-3600

[www.rededor.com.br/hospital/riosdor](http://www.rededor.com.br/hospital/riosdor)