

PATIENT AND VISITOR GUIDEBOOK



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WELCOME!

Hospital São Lucas - Rede D'Or provides modern facilities to deliver quality care to its patients. It offers comfortable inpatient beds for adults and children. Humanization, care, attention, and respect are guiding principles in all team activities.

In this guide, you will have access to all this information and much more during your stay at the institution. Welcome to Hospital São Lucas - Rede D'Or!

INTRODUCTION

Hospital São Lucas - Rede D'Or presents the Patient and Visitor Guidebook, designed to provide guidance during your care and stay at the institution. This guidebook is intended for patients and their caregivers (companions, family members, and visitors). Its purpose is to provide important information to users of our services, such as practices that promote patient well-being and recovery. It serves as a helpful tool for navigating the hospital environment and promoting a harmonious experience.

PATIENT AND VISITOR RIGHTS

Hospital São Lucas - Rede D'Or establishes respect, safety, privacy, and confidentiality of care and information as priorities in medical and hospital services. We strive to provide excellent care while respecting the laws and regulations set forth by the Ministry of Health - Ordinance 1.820, dated August 13, 2009, which stipulates the rights and duties of health service users. As a patient or visitor, you have the following rights:

- To receive dignified, attentive, and respectful care without prejudice or discrimination.
- To be identified by your full name and date of birth, and not by the name of your illness, number, code, or any other form of prejudice.
- To be able to identify the assisting professional by their name, position, and photo ID badge.
- To receive information about the institution's rules and the protection of personal belongings.
- To have the right to receive clear, simple, and understandable information from the healthcare team, adapted to your cultural condition, regarding your diagnosis, treatment options, and associated risks.
- To consent to or refuse diagnostic or therapeutic procedures freely and voluntarily after receiving adequate information, as long as your life is not at risk. In case you are unable to express your wishes, written consent should be given by your family or legal guardian.
- To receive information about medications to be administered, as well as the origin of blood and blood products, before receiving them.
- To receive appropriate hospital treatment to control and minimize physical pain, following the institution's clinical guidelines or protocols.
- To have access to your medical records in accordance with current legislation and the institution's regulations. The medical record should include a standardized set of documents and information about your medical history, disease progression, therapeutic approaches, and other clinical notes.
- To have the confidentiality of all information safeguarded through the maintenance of professional secrecy, as long as it does not pose a risk to third parties or public health.
- To receive or refuse psychological and religious assistance.
- To have your spiritual and religious beliefs as well as ethical and cultural values respected.
- To have your safety, individuality, privacy, and physical, psychological, and moral integrity guaranteed. For this purpose, you have the right to maintain your privacy, with care provided in appropriate spaces and professional conduct that protects this privacy.
- To have the rights of children, adolescents, individuals with disabilities, or the elderly protected in accordance with current legislation.
- To have the right to choose an accompanying person throughout the entire

period of hospitalization, in accordance with the institution's rules.

- To be encouraged to participate in all decisions regarding your care, with the assurance that the healthcare team will provide information and clarification regarding doubts, care and treatment results, as well as unforeseen outcomes.
- To be able to designate a family member or legal representative to provide information and make decisions regarding diagnostic or therapeutic procedures, including treatments, care, procedures, and life-sustaining measures, applicable to individuals over 18 years of age or legally emancipated.
- To express concerns or complaints to the institution's management through the Ombudsman Service, and to receive relevant information and clarification in accordance with its norms and regulations.
- To request a second medical opinion regarding your diagnosis or treatment and, if desired, a change of the attending physician in accordance with the institution's policy, with evidence documented in your medical records.
- To receive respectful and compassionate care at the end of life and to be treated with dignity and respect after death, without any organs or tissues being removed from your body without prior authorization from you, your family, or your legal representative.

RESPONSIBILITIES AND DUTIES OF PATIENTS AND VISITORS

- Provide complete and accurate information about your medical history, pre-existing conditions, use of medications or substances that may lead to drug dependence, past medical procedures, and other health-related issues.
- Follow the instructions recommended by the multidisciplinary team providing care, and take responsibility for the consequences of refusing treatment.
- Familiarize yourself with and respect the rules and regulations of the hospital.
- Take care of and be responsible for the facilities provided by the institution.
- Respect the rights of other patients, staff, and service providers of the institution, treating them with civility and courtesy, and helping to control noise, the number of visitors, and their behavior.
- Be responsible for any expenses incurred during hospitalization and/or outpatient care or designate a legal and financial representative for your hospital treatment, informing the hospital of any changes in this designation.
- Respect the smoking ban, which also applies to your companions and visitors, as per current legislation. Smoking is not allowed in any area of Hospital São Lucas - Rede D'Or, including rooms, bathrooms, corridors, and stairways. All beds have flammable gas outlets that can cause explosions and fires.
- In the case of children, adolescents, or adults considered incapable, the above-mentioned responsibilities should be carried out by their legally authorized representatives.



BED MANAGEMENT

The Bed Management department is responsible for welcoming patients through the following activities:

- Formalizing the admission process for elective surgeries/procedures.
- Formalizing the admission process for emergency patients.

ACCESSIBILITY

The Hospital has infrastructure that ensures accessibility for people with reduced mobility.

VISITING PATIENTS

Every visitor/companion is welcome and should follow the appropriate attire according to the patient's clinical condition, as recommended by the Infection Control Commission. Hand hygiene should be performed before entering and after leaving the accommodation, as indicated by the information provided near the sinks. The number of visitors may be limited based on the patient's clinical condition. With the well-being of the hospitalized patient in mind, we have established visiting hours as follows:

Inpatient Units: 7:00 AM to 9:00 PM;

Intensive Care Units:

- ICU I, ICU II, PCU, and CVC I: 10:30 AM to 11:00 AM / 4:30 PM to 5:00 PM;
- ICU III and CVC 2: Continuous visitation with scheduled times for changing companions from 10:00 AM to 10:30 AM and from 4:00 PM to 4:30 PM.

- Pediatric ICU: Continuous family presence with scheduled times for changing companions from 7:30 AM to 8:00 AM and from 8:30 PM to 9:00 PM; Visiting hours: 10:30 AM to 11:00 AM and 4:30 PM to 5:00 PM.

Note: The ICUs have specific days and times designated for unit cleaning. Please consult the relevant department, as there will be no visitation during these times. Visits are not allowed in the Hemodynamics and Operating Room departments. Accompaniment by individuals under 18 years of age is not permitted. Patients under 18 years and over 60 years must be accompanied. Please note the following guidelines for visitors:

- Wear appropriate clothing for the environment.
- Wear closed-toe shoes.
- Do not bring food for the patients.
- Avoid wearing jewelry or accessories.

VISITATION RESTRICTIONS

Visits by children under 12 years of age are not recommended. If you wish to request visitation restrictions, please communicate with the Social Service department to formalize your request.

HUMANIZATION PROJECT

The hospital has several humanization projects aimed at fulfilling the wishes of hospitalized patients, providing them with affectionate moments that enhance their mental and physical recovery. The projects are described below:

- Patient's Wish: Fulfilling the specific desires of individual patients during

their hospital stay.

- **Pet Visits:** Allowing certified therapy animals to visit patients, providing comfort and companionship.
- **Marrow Donation:** Promoting awareness and participation in bone marrow donation programs.
- **Birthday Celebrations:** Celebrating patients' birthdays to create a positive and joyful atmosphere.

GENERAL GUIDELINES

Our institution has a multidisciplinary team dedicated to patient care, and it is important to familiarize yourself with the team members who will be involved in your care. We provide alternative communication tools and a list of professionals who are proficient in various languages. If you would like to receive visits from religious representatives, we are available to assist you. If you need help locating representatives from any religious denomination, please contact the Ombudsman Service at extension 1094 or 1385.

In case of any issues or concerns within the unit, please always approach the nursing staff. Please inform the nursing staff whenever you need to leave the hospital or when there is a change in the accompanying person. Respect the guidelines regarding the handling of equipment and devices connected to patients. This responsibility lies with the healthcare team. Take an active role in your therapeutic plan, educational plan, and discharge instructions throughout your hospitalization. Feel free to ask any questions you may have to the healthcare team.

INTERNAL TRANSFER

If it is necessary to transfer the patient to another unit/department, such as ICUs or the Operating Room, where personal belongings are not allowed, the belongings will be handed over to the accompanying person.

If the patient does not have an accompanying person at the time of transfer, the healthcare team will document and seal the belongings, and they will be forwarded to the main reception.

We kindly request that the accompanying person does not remain at the bed after the transfer, unless there is an expected return of the patient to the same bed, such as for examinations or procedures.

DISCHARGE

After the doctor signs the discharge papers, the patient or their responsible person should wait in the room for the contact from the multidisciplinary team, who will provide instructions for post-discharge care at home. Imaging exams can be scheduled 48 hours after hospital discharge in the respective departments, while laboratory tests can be done at the Central de Resultados.

Upon discharge, the patient and accompanying persons should vacate the room within 30 minutes, with a maximum tolerance of 1 hour. After this period, if they continue to stay in the accommodation, all expenses not covered by the insurance plan become the responsibility of the patient and their accompanying person.

If the patient is a private payer or has specialized services not covered by the health plan, they should proceed to the Treasury Department located on the ground floor, from Monday to Thursday, 7:30 AM to 1:00 PM / 2:00 PM to 5:00 PM, and on Fridays, 7:30 AM to 1:00 PM / 2:00 PM to 4:00 PM, or contact extension 1283. If the discharge occurs outside these hours, the Treasury team will contact you on the first business day following the discharge to provide information about the hospital bill and necessary arrangements.

Before leaving the bed, please ensure that nothing is being left behind. Please note that the Hospital is not responsible for items such as cell phones, chargers, laptops, jewelry, or valuables left in the accommodations.

HOSPITALITY

Specific cleaning products, equipment, and sanitization techniques are used for the cleaning of rooms and common areas to ensure the comfort of everyone and help control infections. We have a daily cleaning schedule in place.

The Hospitality department has its own extension (1008) for requesting hotel supplies (such as bedsheets and towels) or additional cleaning. If you require extra cleaning, please contact the cleaning team at extension 1093.

Rooms

All beds at Hospital São Lucas - Rede D'Or meet high standards of quality and comfort. The rooms are equipped with a TV, air conditioning, accommodation for an accompanying person, armchair, minibar, bathroom, dining table, and a medication preparation area.

Wards

The wards are equipped with a TV, air conditioning, armchair, minibar, bathroom, dining table, medication preparation area, and partitions between the beds.

NUTRITION AND DIETETICS DEPARTMENT

The Nutrition and Dietetics Department is responsible for the preparation, organization, and distribution of meals, which are adapted according to medical prescriptions and dietary recommendations from the nutritionist. Within 24 hours of admission, the nutritionist visits the patient to conduct a nutritional screening. Meals are served at the following times:

DISTRIBUTION
Breakfast: 6:30 AM to 8:00 AM
Morning Snack: 9:00 AM to 10:00AM
Lunch: 11:30 AM to 1:00 PM
Afternoon Snack: 3:00 PM to 4:30PM
Dinner: 5:30 PM to 7:00 PM
Supper - on-demand: 9:00 PM to 10:00PM

Some health plans cover meals for the accompanying person. Please check with your health plan or inquire at the Bed Management department for coverage details. For the convenience of the accompanying person, we have a cafeteria located on the first floor, next to the Chapel. The cafeteria has its own menu, and orders will be

charged directly by the establishment according to the current price list.

Observations

For better control and effectiveness of your treatment, we kindly request that you do not bring any food for the patient's consumption. If there is a change in the diet prescription, the exchange will be made in the next meal. If you have any questions or need guidance, please contact the Nutrition Service at extension 1336. Supper will be served according to the nutritionist's recommendation.

PATIENT-CENTERED CARE MODEL

Patient-centered care means recognizing that the patient's needs come first. This care provides individualized, comprehensive, and compassionate assistance with the involvement of the patient and/or caregiver throughout the entire care process/hospitalization. In order to promote Patient Safety, we have outlined some guidelines from the Care Team to instruct the patient and the caregiver about best Care Practices, aiming to ensure the safety of our patients and staff, as well as to establish effective communication between the teams and users of our services. It is important for the patient, as well as their family members and caregivers, to be aware of the risks associated with procedures, communicate any information and/or questions that may arise, and contact the hospital teams. All relevant information will be documented and updated daily in the electronic medical record.

QUALITY AND PATIENT SAFETY

Hospital São Lucas - Rede D'Or adopts the most rigorous quality standards with recognition and certification of National and International Quality.

INTERNATIONAL PATIENT SAFETY GOALS



Correct Patient Identification

- Bring your identification documents when you come to the hospital.
- Verify that your information is correct on the wristband or identification label.

Effective Communication between Teams and Patients

- If you have any doubts about your health or care, ask the team responsible for you.



Safe Surgery

- Be familiar with the surgical procedure you will undergo.
- Read the consent form carefully and ask any questions you may have.

Medication Safety

- Ask the professionals in charge of your care which medications you are taking.
- Notify them if you have any allergies to medication or food.
- If you bring any medication from home, inform the staff.



Hand Hygiene

- Hand hygiene is the primary measure to reduce infections.
- As visitas Visitors and companions should also wash their hands before touching you.

Prevention of Pressure Ulcers

- Keep your skin hydrated.
- Try to move periodically.
- If you are wearing a diaper, always notify the staff to avoid staying in it for a long time.





Fall Prevention


- Try not to walk alone: ask for help from your companion or the healthcare team..


SPECIFIC PRECAUTIONARY MEASURES

Specific precautionary measures are a series of care measures that prevent the spread of microorganisms. If your patient has any of the following signs below at the bed or room entrance, please follow the instructions of the nursing staff.

 **DROPLET PRECAUTIONS**


Private Room



Surgical
For use by healthcare professionals and visitors in the room.


Surgical
Patient's use during transport.


Source: APECIH

SEEK GUIDANCE FROM NURSING STAFF

Follow the guidelines of CCIH and SESMT

 **CONTACT PRECAUTIONS**


Private Room


If there is contact with patients, use disposable apron and gloves


Individual use


Patient transport (constant secretions)

Source: APECIH

SEEK GUIDANCE FROM NURSING STAFF

Follow the guidelines of CCIH and SESMT



CONTACT PRECAUTIONS



Private Room



If there is contact with patients, use disposable apron and gloves.



Surgical

For use by healthcare professionals and visitors in the room.



Surgical

Patient's use during transport.

Source: APECIH

SEEK GUIDANCE FROM NURSING STAFF

Follow the guidelines of CCIH and SESMT



AEROSOL PRECAUTION



Private Room



N-95

Use by healthcare professionals and visitors in the room



Surgical

Patient's use during transport.

Source: APECIH

SEEK GUIDANCE FROM NURSING STAFF

Follow the guidelines of CCIH and SESMT



CONTACT PRECAUTIONS



Private Room



If there is contact with patients, use disposable gown and gloves



N-95

Use by healthcare professionals and visitors in the room



Surgical

Patient's use during transport.

Source: APECIH

SEEK GUIDANCE FROM NURSING STAFF

Follow the guidelines of CCIH and SESMT





PRECAUTIONS FOR IMMUNOSUPPRESSED INDIVIDUALS



Private Room



Surgical

Use by healthcare professionals and visitors in the room



Surgical

Patient's use during transport

Source: APECIH

SEEK GUIDANCE FROM NURSING STAFF

Follow the guidelines of CCIH and SESMT

SAFETY WITHIN THE INSTITUTION PREMISES

The institution has 24-hour camera monitoring, and the images are stored confidentially and protected under the terms of Law No. 13.541/03.

All accesses to the hospital premises are monitored for security.

The hospital has trained and prepared teams to respond to emergency situations within the institution's buildings. In the event of any incident, please respect and strictly follow the instructions.

FIRE PREVENTION

The entire building is equipped with firefighting equipment, alarms, and properly identified emergency exits. In all sectors, we have evacuation routes with clear indications of the fastest and safest path to the

nearest emergency exit. In the event of a fire, please follow the instructions of the staff, as they are trained and capable of handling such situations.



OMBUDSMAN

The Ombudsman of Hospital São Lucas - Rede D'Or is a neutral and confidential place at your disposal as a direct channel to express your compliments, complaints, comments, or any kind of feedback regarding the services provided. You can reach us through phone contact, website, or in person.

We are committed to receiving all your requests, forwarding them to the competent authorities, and monitoring them until a final response is provided. You will always be informed about the registration of your feedback and the actions taken throughout the process.

Our work is guided by basic principles of transparency, impartiality, critical thinking, and discretion, all in favor of the interested parties, based on institutional norms and regulations.

We are always available to listen to you, aiming to ensure the best experience at Hospital São Lucas - Rede D'Or. Any comments, compliments, or suggestions can be addressed to the hospital team via phone, website, or in person.

Our service hours are from 7 am to 5 pm, Monday to Friday, or you can contact us at extension 1094 or 1385.

LOST AND FOUND

Belongings forgotten in the hospital or of patients without companions will be under the responsibility of the Ombudsman's office for a period of 30 days. After this period, if not claimed, the belongings will be incinerated.

SAME - MEDICAL RECORD SERVICE

When necessary, the request for medical records should be made in person at Rua Coronel Stanley da Silveira - São José, Aracaju - SE, 49015-400, or by phone at 2107-1049 / 2107-1217. The operating hours are from Monday to Friday, from 08:00 am to 11:30 am, and from 02:00 pm to 04:30 pm.

The deadline for providing the medical records will be 15 business days after the confirmation of the request. The records can be made available in printed form or through email.

PHONE SCAM WARNING

Attention,

The hospital does not make any kind of billing over the phone; it only contacts individuals by phone to request in-person visits to the treasury office.

Therefore, we advise that any phone call or approach that raises doubts should be immediately reported to the Hospital through the Ombudsman, at the following phone numbers: 2107-1094 / 1385.

We also advise against making any type of deposit, wire transfer (TED), bank transfer (DOC), PIX, or any other forms of payment to unknown individuals.

We declare that Hospital São Lucas - Rede D'Or holds no responsibility for this situation, as such fraud originates from external sources unrelated to the hospital. Therefore, the hospital is not liable to reimburse any amount lost by the patient/family due to this scam.

LEGAL REFERENCES

- Brazilian Civil Code. Law No. 10.406, dated 10/01/2002.
- Consumer Protection Code. Law No. 8.078, dated 11/09/1990. • Statute of the Elderly. Law No. 10.741, dated 01/10/2003.
- Statute of the Child and Adolescent (ECA). Law No. 8.069, dated 13/07/1990.
- National System of Public Policies on Drugs. Law No. 11.343, dated 23/08/2006.
- Federal Law No. 10.216, dated 06/04/2001.
- Federal Law No. 9.294/1996, dated 15/07/1996.
- Federal Law No. 13.709, dated 14th August 2018 (General Data Protection Law).
- State Law No. 6872, dated 06/01/2020; Prohibition of the use of tobacco-derived or non-tobacco-derived cigarettes or any other smoking product.

BIOETHICS

Bioethics has the function of ensuring the well-being of individuals, avoiding potential harm to their rights and will, while respecting their beliefs and values. Hospital São Lucas has a bioethics committee to discuss such matters.

If you encounter a bioethical dilemma in your unit, please access the QR code below and fill out the form.



RECEIPT PROTOCOL

I hereby declare that I received, on this date, the Patient and Companion Guidance Manual of Hospital São Lucas - Rede D'Or, containing the necessary instructions regarding the Hospital's operations, and I declare my agreement with the information provided in this document.

Full Name: _____

Patient: _____

Legal Guardian: _____

Date: ___ / ___ / ___ ID/Passport No.: _____

Signature



São Lucas
COMPLEXO DE SAÚDE

REDE D'OR

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