



GUIDELINES AND INFORMATION

HOSPITALIZATION

INTRODUCTION

Hospital São Rafael is committed to providing well-being, comfort, and convenience for patients, family members, companions, and visitors, positively contributing to the patient's health treatment and recovery. For this reason, we have developed this manual with important guidelines for your hospital stay. If you have any questions, feel free to ask the hospital staff about them. Hospital São Rafael is intended to offer all the necessary hospitality and warm reception during the hospitalization period, ensuring everyone's peace of mind.

ADMISSIONS

Elective

By medical recommendation to undergo a surgical procedure or clinical-hospital treatment that is scheduled and previously authorized. Admission is subject to prior authorization by the health insurance plan or private processes, including the materials necessary for the procedures, which must be requested in advance.

Urgency

By medical guidance after emergency medical assistance in the Emergency Room with a recommendation for hospitalization.

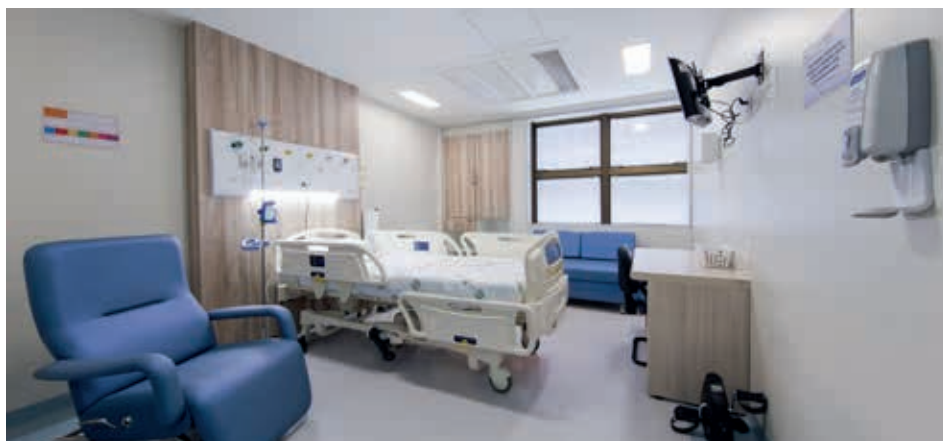
Hospital Assistance

Every admission will take place under the responsibility of an attending physician, legally qualified and duly registered at our Hospital.

» To guarantee your safety and peace of mind, we have physicians on duty and diagnostic support services available 24 hours a day.

» We also count on medical staff in the Adult and Pediatric Intensive Care Units to provide continuous care to patients.

» Multidisciplinary team made up of professionals from nursing, nutrition, dentistry, pharmacy, physical therapy, social services, speech therapy, psychology, and other professionals highly qualified and trained to guarantee the quality of services and care offered to each patient.



Bed

Wearing an identification wristband is mandatory for the patient's safety throughout the hospitalization period. It should only be removed by the nursing team at the time of hospital discharge.

HOSPITAL DAILY ADMISSION

Hospital daily admission covers: Use of the room, meals for the patient, basic nursing care, hospitality general services, and bed and bath linen for patients.

HOSPITAL DISCHARGE

After formal hospital discharge, the patient and companion will have a period of up to 2 hours to vacate the room or bed. In case that does not occur, a new daily rate and extra fees will be charged as private expenses.

Before leaving the room, the patient must be sure that extra expenses and items not covered by the healthcare insurance plan have been paid and must make sure to take all their personal belongings with them.

At the time of medical discharge or during hospitalization, depending on the patient's length of stay in the hospital, the Billing department may request the presence of the legally responsible person to sign the hospital bill and close it.

ACCOMMODATIONS

Infirmary: A collective room generally shared by up to 4 patients.

Private Room: A room that offers private accommodation.

Intensive Care Unit Unit with 24-hour medical staff to monitor patients and provide advanced life support.

Daytime Hospital: Unit for procedures with a maximum stay of 12 hours.

Semi-intensive: Unit with 24-hour medical staff and multidisciplinary care.

ACCOMMODATION TRANSFERS

Internal transfers between units are assessed by the attending staff (except in emergency situations) and guidance is provided to patients and family members. When transfer to the Intensive Care Unit is necessary, it is important to release the bed immediately after transfer to make it available for a new patient. In cases of transfer between units, it is important to check the feasibility of still having companions. If the patient chooses a higher category accommodation than that authorized by the health insurance plan (infirmary to private room), the patient and/or family member must contact the Private Sector to pay the difference in daily rates and extra fees and be informed about the costs of medical fees.

EXPENSES NOT COVERED BY THE HEALTH INSURANCE PLAN

Expenses not covered and/or not authorized by the patient's health insurance plan or extra fees are the responsibility of the patient/family member, including:

- » Medications, materials, OPSM (orthotics, prosthetics, and special materials), procedures, daily rates, and extra fees.
- » Illnesses not covered by the contract between the patient/legally responsible person and the health insurance plan.
- » Excess hours after 2 hours of discharge, as well as meals.
- » Accommodations other than those authorized by the health insurance plan.

DESPESAS EM CARÁTER PARTICULAR

Os honorários médicos, a serem pagos pelo paciente particular, não estão vinculados à conta hospitalar, devendo ser negociados, diretamente, com o profissional.

As despesas, a serem pagas pelo paciente ou por seu responsável legal, poderão sofrer reajustes, de acordo com as tabelas em vigor, durante o período da internação.

As despesas não quitadas pelo paciente, no momento da alta ou da apresentação da conta, serão acrescidas de juros de mora e correção monetária, calculados segundo os indicadores oficiais, até o efetivo pagamento da fatura.

ATTENTION!

Hospital São Rafael does not request any bank transactions or charge expenses from inpatients over the phone!

GENERAL GUIDELINES

A maximum of one (1) companion is allowed per patient at a time, according to the situations below:

- » **In the infirmary:** Companions are only permitted in cases provided for by Law (older adults, children, parturients, puerperal women, female patients, trans women, and people with disabilities), preferably companions of the same gender.
- » **In ICUs and Semi-intensive care units:** The validation of the companion's stay is analyzed according to the unit. Companions will only be permitted in cases provided for by Law (older adults, children, parturients, puerperal women, female patients, trans women, and people with disabilities) or patients who present specific needs identified by the support team.
- » **In the private room:** Companions are permitted. In the case of patients admitted to pediatric units, one (1) companion (father, mother, or responsible person) is allowed to stay. In the case of a parent under 18 years old, they will have the right to add one (1) companion over 18 years old.
- » Companions who need a medical certificate must request it at the Main Reception

Notes:

Companions must go to the Main Reception with an original document for identification and

registration. Afterwards, they will be given an identification label, which must be kept for the duration of the stay at the hospital. This label is personal and non-transferable and must be updated daily. Up to 4 permanent companions, over the age of 18, can be registered. The exchange of companions should preferably take place at 7am or 7pm, with a minimum stay of 6 hours.

Attention: The companion is prohibited from handling any device being used by the patient.

VISITORS

The minimum age allowed to visit inpatients is 12 years old. In cases of visitation requests for children under 12 years old, the psychology and/or social services teams must be contacted. The minor's visit will only be authorized after due validation.

In cases where the visitor is under 18 years old, over 60 years old or has a disability, the visitor is entitled to 1 additional visitor to accompany them, even in the case of a unit where access is only allowed for one (1) person.

If the patient has any clinical restrictions, visitation may be suspended.

VISITING TIMES		
UNIT	TIME	NOTE
ICU and Semi-intensive	1pm to 5pm	Up to 2 visitors
Hematology Units 1G and 3G (immunocompromised)	---	No visitors
Other inpatient units	9am to 11am 3pm to 6pm	Up to 2 visitors

Note: If the patient has any clinical restrictions (such as immunocompromised cancer patients), visitation may be suspended.

MEALS

Patients

The meals served to patients follow strict selection and production criteria. Therefore, patients' diets are those recommended by the physician and prescribed by nutritionists, who conduct a "Nutritional History" upon patient's admission to identify nutritional needs and dietary restrictions. The nutritionist's visit will be conducted according to the patient's clinical condition and may not occur daily.

Patients' meals are included in the daily rate, except for extra requests. Mineral water is replenished according to consumption.

The daily rate includes six (6) meals per day for the patient: Breakfast, morning snack (collation), lunch, afternoon snack, dinner and supper. The collation (10am snack) will be delivered at breakfast, usually juice or fruit, so this item must be stored refrigerated for later consumption. Diabetic and pediatric patients will receive the collation separately.

Companion

The release of meals is subject to criteria established by their health insurance plan and legal conditions. Breakfast is served to all companions. The other meals will be served to companions in accordance

To better serve all companions, the Hospital has room service, a restaurant (2nd basement of the Dom Luigi block), cafeterias (external area of the Hospital) and several snack vending machines distributed throughout the Hospital. Serviço de quarto (Room Service)

Room Service - Hours and extensions:

Monday to Friday, from 7am to 6pm, on extension 6033

Weekends, holidays, and evenings on extensions 6235/6236

We have an exclusive wireless network for patients and companions with up to 2 simultaneous logins.

Access data:

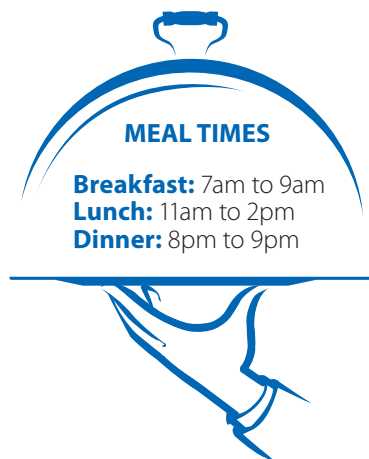
Network: WIFICORP | **Login:** CPF del paciente

Password: Date of birth (8 numbers).

If you have any questions, call the Hospitality department on extension 6111.

with legal provisions: older adults, children, parturients, puerperal women and people with disabilities. In general, health insurance plans authorize meals for the companion of a patient aged 60 or over and under 18. To learn more, contact your health insurance plan.

Meals at Hospital São Rafael are served in the cafeteria, located in the 2nd basement of the Dom Luigi block, in the area reserved for companions.



PERSONAL BELONGINGS AND OBJECTS

Patients, visitors, and companions must keep purses, electronic devices, wallets, and personal valuables in locked cabinets or with them.

RECOMMENDATIONS

NOISE

- » Speak quietly in the hospital environment
- » Do not use sound devices, such as smartphones, etc., publicly on the Institution's premises (keep it on vibrate mode)
- » Use headphones
- » Reach a consensus on the use of TV (in case of infirmary)

This will contribute to a peaceful hospital environment.

DRESS CODE

For the safety of visitors and companions, we recommend that they come dressed appropriately for the hospital environment. Wear pants, shirts with at least short sleeves and closed shoes.

TIPS

In accordance with administrative rules, offering tips to our employees is not permitted.

SMOKERS

According to Law No. 9,294/96, smoking is not permitted inside the Hospital's rooms and facilities. The use of cigarettes or similar products is only permitted in external areas.

LOST & FOUND

All objects found on the Hospital premises are stored in the Lost & Found section.

Did you find any objects? Hand it over to a property security guard.

Did you lose any objects? Call Hospitality and ask for guidance on the location and time for pick-up if your item has been found.

RELIGIOUS ASSISTANCE

Patients and their family members can have religious and spiritual assistance through the Hospital Chaplain.

To contact the Chaplain, call the Chaplaincy. We have 2 chapels, one located on the ground floor of the main building and another in the external area.

Religious representatives are also allowed access to assist patients in accordance with Municipal Law No. 9,450/2019. To request access, call Social Services.



Admission Reception

HOSPITALITY CENTER

For various information and requests, such as parking, maintenance of equipment (air conditioning, television, telephone, nursing bell), blinds, bed, shower/sanitary shower, change of sheets (bed linen), removal of food trays, contact the Hospitality Center.

SOCIAL SERVICES

Opening hours are from 7am to 6pm, Monday to Friday and on Saturdays from 7am to 12pm, for in-person service or through extensions 6218 and 6417.

Information and guidance can also be provided through the 24-hour virtual assistant, via WhatsApp +55 (71) 98794-4868.

OMBUDSMAN

Opening hours are from 7am to 5pm, Monday to Friday, for in-person service or through extension 6175.

Other contact channels: 3003-4330 or go to Contact Us on the website www.rededorsaoluiz.com.br/fale-conosco.

SATISFACTION SURVEY

Your opinion is very valuable to us! For that reason, an email address will be requested to send a satisfaction survey on the institution's services. Upon discharge, the survey will be sent to the email registered in our system via link. Everyone who answers the survey will be contributing to the safety and quality standards of our services.

RIGHTS AND RESPONSIBILITIES

Rights:

Receive dignified, attentive, and respectful care, without any prejudice or discrimination.

» Be identified by full name or social name, if preferred, and date of birth.

» The patient will never be identified in a generic manner, or by the name of their disease, number, code, or any other disrespectful or prejudiced way.

» Be able to identify the professionals responsible for their care through their badges containing photo, showing at least their name and position held at the Hospital.

» Have their safety, individuality, privacy, physical, psychological, and moral integrity guaranteed. To this end, the patient has the right to maintain their privacy, being assisted in an appropriate location and with professional conduct that protects this privacy.

Responsibilities:

» Provide complete and accurate information about their health history, previous illnesses, use of medications or substances that cause drug dependence, past medical procedures and other problems related to their health.

» Do not disclose images (photo or video) of the Hospital premises, as well as of employees performing their professional activities to third parties and/or on social media platforms.

For more information about Rights and Responsibilities, bring your phone camera closer to the QR Code.

HOSPITAL INFECTION CONTROL

» Hand hygiene must be reinforced among staff, companions, and visitors, considering the 5 moments of hand hygiene.

» Do not accept visitors with the flu, sore throat, skin diseases or any viral infections.

» Visits from other patients or companions of other patients are not permitted.

» Flowers are not allowed inside the patient's room. They are potential sources of infection-causing microorganisms and allergens.

» According to the patient's clinical condition, there may be a suspicion/diagnosis of an infectious

contagious disease and isolation measures may be implemented for staff and companions. Compliance with the guidelines is mandatory.

» **Droplet precautions** for diseases such as diphtheria, whooping cough, meningitis, and influenza - staff and companions must wear a surgical mask, gown, and gloves.

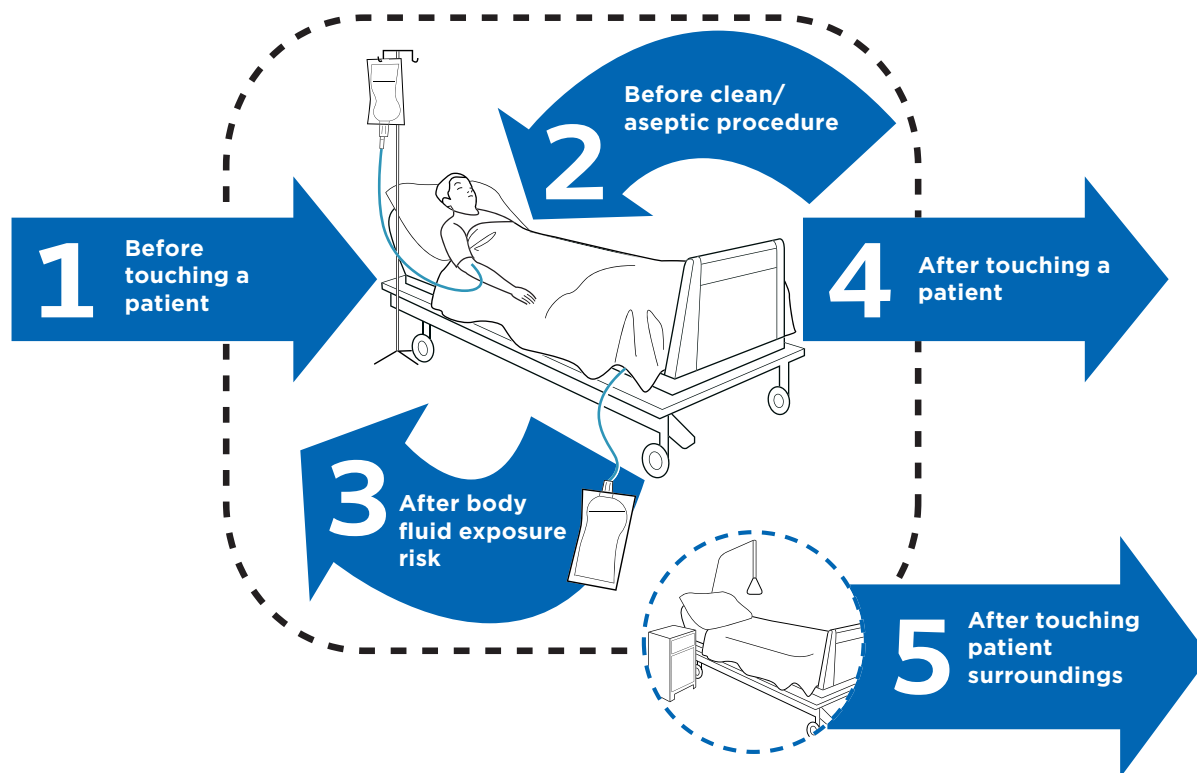
» **Airborne precautions** (tuberculosis, chicken pox, measles, COVID), requiring the use of an N95/ PFF2 mask, gown, and gloves by the staff and companion.

» **Contact precautions**, when the patient is

colonized or infected by multi-resistant or contact-transmitted microorganisms ("Clostridium Difficile", scabies, RSV), the staff must wear disposable gowns and procedure gloves. Companions must wear disposable gowns and wash their hands frequently.

Wearing a mask may be requested for patients, companions, and visitors, in accordance with current health regulations.

5 MOMENTS FOR HAND HYGIENE



USEFUL EXTENSION NUMBERS

Hospitality Center: 6111

Clinical Nutrition: 6722

Nutritional Therapy: 6724

Social Services: 6417 / 6218

Admission Center: 6437 / 6278

Ombudsman: 6175

Blood Bank: 6308

Medical Archive Service: 6168

Private Sector: 6131, 9173, 6822 e 6949

Chaplaincy: 6357 / 6372



