



# PATIENT GUIDE



This guide was specially developed to better guide you during your stay at the hospital.

Here you will find information on how we work.

Reading this material is very important. If you have any questions, please do not hesitate to contact us directly at the Hospitalization sector.

We hope you have a speedy recovery.

Welcome!



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

## PRIVATE HOSPITALIZATION

The expenses for private elective hospitalization must be paid at the time of check-in.

## HOSPITALIZATION BY THE HEALTH PLAN

Health insurance plans cover hospital expenses according to 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 cover. Any hospital expenses not covered by the health insurance plan that may occur during your stay will be reported to the person responsible for your case. Telephone charges and other extra services are not covered by health insurance plans. Minors under 18 or incapacitated for any reason (physical or legal) need a guardian for the hospitalization, and for those over 60, 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 24 hours.

### Dear Patient,

SAMER cares about your safety and your family's. 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 make every effort to do so, people in bad faith are using the phone to gain undue financial advantage! Don't fall for the scam!

In general, patients or their companions are approached by criminals calling their rooms or family members, posing as a doctor or hospital employee, claiming they need a financial deposit for possible tests and treatments not covered by their health insurance.

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". And at this point the criminal requests a deposit or PIX in a bank account as a "guarantee or down payment" for the procedure.

**SAMER clarifies that our institution does NOT practice any type of telephone billing and does not request bank deposits of any kind, either on behalf of the hospital or for third parties. There are specific face-to-face areas in the hospital to deal with these demands.**

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

How to protect yourself: because we respect the individuality of our patients, all rooms receive external calls that are not monitored by the institution, in order to keep conversations confidential. Therefore, we ask that you or your family pay attention to phone calls received in the room because of the risk of a scam!

**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.**



## DOCTORS

Hospital SAMER has a team of doctors available 24 hours a day in the hospital's critical sectors (Emergency and Intensive Care Units). The teams are made up of routine and on-call doctors, working continuously and uninterruptedly for 24 hours at the hospital.

Patients admitted to the clinical units receive daily routine visits from the care team and, if necessary, have the assistance of on-call staff in the afternoons and evenings.

It's important that you tell the medical team who in your family will be able to receive news and information about your health!

If the patient is admitted by an attending physician, our team will be on hand to provide support if necessary.

The attending physician is someone who is not part of the hospital staff but is chosen by the patient themselves to monitor their hospitalization. The attending physician must register with the Hospital's CRM (Medical Relationship Center).

If the patient has an attending physician, he or she will be responsible for prescribing the medication and diet, which will be forwarded 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 SAMER, in keeping with its professional ethics, does not interfere in the relationship between the attending physician and the patient at any level, including financially.

## **NURSING**

As soon as the patient arrives in their room, they will be visited by a professional from the nursing team, who will give them general instructions about their stay. During their stay, our patients receive care from highly trained staff who are 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 SAMER understands and respects the right to information related to treatments, procedures and surgeries, and takes care to establish a record of the information by the attending physician.

The terms of informed consent must be applied to surgical procedures, anesthetic procedures, dialysis, chemotherapy, blood, and blood component transfusions, thrombolytic therapy for strokes and imaging tests.

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 emergency situations, the informed consent form does not need to be signed by the patient and/or representative, but by two doctors involved in 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 the diet therapy. The daily mealtimes are:

Breakfast	6:30 a.m. to 8:30 a.m.
Lunch	11 a.m. to 1:30 p.m.
Afternoon snack	3 p.m. to 4:30 p.m.
Dinner	5 p.m. to 7 p.m.
Supper	9 p.m. to 10:30 p.m.

ATTENTION: Food from outside the Hospital SAMER is not allowed for patient consumption.

**COMPLEMENTARY EXAMS**

The original images and reports of complementary tests carried out prior to your hospitalization and brought to Hospital SAMER at the time of your admission must remain in the custody of your family members, to prevent them from being lost.

**PHYSIOTHERAPY AND SPEECH THERAPY**

The hospital provides physiotherapy and speech therapy, according to medical request. The teams work with professionals who are trained, qualified and specialized in inpatient care.

**PSYCHOLOGY**

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

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

**HOSPITAL INFECTION CONTROL COMMITTEE (CCIH)**

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



Hospital SAMER, with the aim of combining 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 have been designed to ensure comfort and safety for patients and companions.

The suites are equipped with:

- Automatic beds, allowing the patient to find an ideal position via a remote control, adjusting height, foot position and headboard;
- Phone;
- Air conditioning;
- Minibar;
- Nurse call;
- Wi-Fi;

## **HOUSEKEEPING SERVICE**

The Hospitality Service aims to provide quality, humanized and efficient care during the patient's hospitalization. It meets all hygiene and hospitality requirements to ensure the comfort and convenience of our patients and their families.

## **HOSPITAL HYGIENE**

Every day, the hospital hygiene team sanitizes the room. Other sanitizations will be carried out whenever necessary or when requested at ext. 9000.



## LOST AND FOUND

All objects found will be kept at the Hospital SAMER for 90 (ninety) days, under the responsibility of the Hospitality Department. After this period, the hospital will arrange for them to be disposed of.

## COMPANIONS AND VISITORS

### COMPANIONS

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

No more than one companion per patient will be allowed after 7pm.

The decision for the main family member to stay with the elderly or adolescent patient in the ICU will be made by the medical team, 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.

The provision of food for the companion will depend on the contractual coverage of your agreement; If in doubt, consult our inpatient department. Mealtimes will be:

- Breakfast: 7 a.m. to 8 a.m.
- Lunch: Noon to 2:30 p.m.
- Dinner: 8 p.m. to 9 p.m.

### VISITOR

Visitors must present their CPF number and photo ID at the reception desk. And they must keep their identification visible throughout their stay in hospital.

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



## INTERNAL TRANSFER

Whenever a patient needs to be transferred to an Intensive Care Unit, the room they occupy must be released immediately, and the companion and/or their belongings are not allowed to remain inside, so that the room can be made available for another patient who needs it.

It also applies to surgical patients who are expected to recover post-operatively in an Intensive Care Unit 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 the transport to arrive in their room, which will accompany them until they leave the hospital premises, passing through the visitor reception area.

The hospital fee is due at 10 a.m. After discharge, the bed must be vacated within one hour.

In the case of private hospitalizations, once the nursing team has been informed of the doctor's discharge, the checkout will check the invoice to close the account.



## **OMBUDSMAN**

The ombudsman's office is a direct communication channel between the management of Hospital SAMER and its clients. Its mission is to ensure that clients feel cared for, satisfied and informed.

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

In-person service on weekdays from 7:30 a.m. to 5:30 p.m.(except Friday, from 7:30 a.m. to 4:30 p.m.).

Telephone service via ext. 3647.

E-mail service: [ouvidoria@samer.com.br](mailto:ouvidoria@samer.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. Receive dignified, attentive and respectful care regardless of your race, creed, age, gender, sexual orientation, diagnosis or any other form.
2. 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. Be able to identify the professionals involved in your care by name and function.
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, as long as it is not life-threatening, without any moral and/or legal sanctions being imposed.
6. Request a second opinion regarding your diagnosis or treatment and, if deemed necessary, replace the responsible physician.
7. Have access to your medical records in accordance with 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. Maintain the confidentiality of any and all intimate personal information by maintaining professional secrecy, as long as it does not pose a risk to third parties or public health.
9. Receive or refuse psychological, social, and religious assistance.
10. Have your safety, physical, mental and moral integrity guaranteed.
11. Receive information about the institution's rules for protecting your personal belongings.
12. Receive information about medications that will be administered to you, as well as the origin of blood and blood products, before receiving them;
13. Receive appropriate hospital treatment to control and minimize physical pain; in accordance with the institution's clinical guidelines or protocols;
14. Have their spiritual and religious beliefs, as well as their ethical and cultural values, respected;

15. Have their rights assured, in the case of children and adolescents, disabled or elderly individuals, in accordance with current legislation;
16. Have the right to a companion of your choice during the entire period of hospitalization, in accordance with the institution's rules;
17. 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;
18. Be able to indicate family member or person responsible for information and decision-making regarding diagnostic or therapeutic procedures, including with regard to treatments, care and procedures and resuscitation measures or other life-sustaining treatments, applicable to people over 18 years of age or legally emancipated;
19. Express your concerns or complaints to the Institution's management, through the Ombudsman Service and receive relevant information and clarifications, in accordance with its rules and regulations;
20. 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. Give 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. Take care of and be responsible for the Institution's properties made available to you.
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 its visitors.
5. 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, the rights and responsibilities described must be exercised by their respective legal representatives.
7. Follow the instructions recommended by the multidisciplinary team that assists the patient, being responsible for the consequences of your refusal;
8. 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. 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 hospitalization: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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

I, \_\_\_\_\_,

Patient/legal guardian of \_\_\_\_\_

\_\_\_\_\_

hereby declare that I have received, on this date, the necessary guidance on the functioning of the Hospital SAMER, its practices, timetables and other procedures that I must adopt during my stay at the institution, with a view to my well-being and full 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 patient / legal guardian







## NOTES

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Rua Cadete Edson, 38 - Bairro: Montese, Resende-RJ  
ZIP Code: 27.541-060  
Telephone: (24) 3358-9000

[www.samer.com.br](http://www.samer.com.br)