

GUIDELINES FOR PATIENTS AND COMPANIONS





 **SANTA ISABEL** Hospital

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INTRODUCTION

These Guidelines for patients and their caregivers (companions, family members and visitors) were developed to help you during your stay in this Institution.

Here you will find information about our services, as well as instructions aimed at the patient's well-being and recovery, facilitating their life in the hospital environment.

HOSPITAL ADMISSIONS

The Admissions department welcomes patients and companions, whether elective (scheduled) or urgent care, offering humanized service.

The department is responsible for:

- Informing the steps regarding health insurance authorization for the service, as well as clarifying conduct during private care;
- Forwarding the admission process to the department in which the patient is located, for bed transfer, always having family members aware of it;
- In cases of waiting for beds, the hospital admission team will inform them about the steps of bed availability, keeping clear, objective and humanized communication;
- Assisting family members who might have administrative questions regarding the hospital admission.

HOSPITAL ADMISSIONS – DAYTIME

It refers to the admission in which the patient, due to medical conduct or health insurance authorization, is accommodated in a pre- and post-surgical bed and is discharged on the same day, with no need for accommodation in a private room or infirmary. This admission model has the benefit of a short stay in the hospital environment and recovery will take place in the comfort of their home.

ACCOMODATIONS - UPGRADE

We offer accommodations of two types: infirmary and private rooms. Patients entitled to infirmary accommodation, but who wish to upgrade to private room accommodation, may

do so at the Admission department, subject to availability of a vacant room and payment of fees for upgrading to this type of accommodation (prices can be checked at the hospital treasury).

COMPANIONS TAKING TURNS

- Companions taking turns is not permitted from 9pm to 6am.
- Between 6am and 9am, taking turns can only be made during the entry of visitors, upon release from the security team.
- At other times, companions taking turns is allowed.

VISITATION

Las visitas están permitidas de 9 h a 21 h.

Visitation is allowed from 9am to 9pm.

Rooms: Maximum 03 visitors at a time, plus a full-time companion.

Infirmery: 02 visitors per bed at a time. Companions are only permitted when the patient is under 18 years old or over 60 years old, in accordance with current legislation.

Adult and Pediatric ICU: As it is a restricted and controlled area, 01 visitor is allowed to have access at a time. The companion may stay with the visitor next to the patient's bed.

MEDICAL VISITS

Inpatient Units: From 7am to 4pm.

Adult ICU: Every day at 4pm for information and medical report.

Medical specialist assessment: Up to 24 hours after request.

GENERAL INFORMATION

- Depending on the patient's clinical condition, the number of visitors may be limited.
- Access to other facilities on the hospital premises other than the patient accommodation or shared areas such as reception and cafeteria is prohibited.
- In cases of patients admitted via the emergency room, access for visitors and companions after admission is via Rua Dona Veridiana, 311, from 6am to 10pm.

- Meals for companions: Offered through health insurance coverage or in cases regulated by law. For companions who do not have coverage under their health insurance plan or who are using private admission services, we offer the convenience of our nutrition and dietetics service through extensions 8717 and 328. Payment for such meals is made upon discharge. We also have a 24-hour Cafeteria located on the Ground floor.
- Bringing in foods and drinks from the outside into any service or inpatient units is prohibited in order to control the risks of microbiological contamination or even hospital-acquired infection. The patient is prohibited from consuming foods other than the hospital diet, thus ensuring maintenance of the prescribed diet.
- The Nursing team can be called directly from the bed. Simply use the bell located on the bed or on the upper panel of the bed.
- The Unit's Nursing staff provides care only to the patient.
- Services will only be provided within the technical competence of the professional.

Check out some conducts that should be followed and that can contribute to the smooth progress of the patient's treatment and recovery.

- Every visitor must wash their hands before entering and after leaving the room, with soap and water or hand sanitizer.
- Every Inpatient Unit has a multidisciplinary team to provide care for patients.
- Knowing the team members is important for treatment. Always follow the instructions recommended by the multidisciplinary team.
- Participate in the patient's treatment plan and discharge.
- If there are any complications in the Unit, please contact the nurse.
- Always inform the Nursing staff when companions are taking turns and especially when a companion is absent from the Hospital (absence can be considered abandonment of an incompetent person, provided for in the Brazilian Penal Code and described as follows in its article 133: "abandoning a person who is under your care, guard, surveillance or authority and for any reason unable to defend themselves from the risks resulting from such abandonment").

USEFUL EXTENSIONS

- Telephone operator (up to 10pm) _____ 7700
- Nutrition _____ 8717
- Hospitality _____ 6904
- Maintenance (Mon to Fri, from 7am to 5pm) _____ 8516
- Governance Central (Mon to Fri, from 7am to 5pm) _____ 8019
(to borrow a hairdryer, hair straightener and phone charger)
- Ombudsman (Mon to Fri, from 8am to 5pm) _____ 1910
- Hospital Admission (Mon to Fri, from 8am to 5pm) _____ 7723

BEDS

Cleaning of beds: It is performed twice a day or whenever necessary. In case of complications, contact extension 6904.

Change of beds: For long-term hospitalizations, the patient changes beds every 15 days for cleaning. This measure is intended to promote patient safety regarding hospital-acquired infection control.

The rooms are equipped with air conditioning, television with remote control, minibar and safe.

INTERNAL TRANSFER

Whenever it is necessary to transfer the patient to another unit/sector (including ICU), the room or bed occupied by the patient must be released immediately, taking all belongings with them.

In cases where the patient returns to a unit/sector where they have previously been, the bed or room made available will not necessarily be the same as the one previously occupied.

SAFE

The Institution provides safes for patients and companions to store their belongings and valuables.

If you find the safe locked, simply enter the password: 000A, turn the handle to the right, open the door and follow the instructions contained in the explanatory leaflet inside the safe.

Notes:

- Santa Isabel Hospital is not responsible for money or objects such as smartphones, laptops, jewelry, documents left outside the safe, therefore, for your safety, keep your personal belongings with you throughout your stay at the Institution. Before leaving the room, make sure the safe is open and that all your belongings have been removed.
- Upon discharge, make sure you have not forgotten any belongings in the room.
- For patients accommodated in the infirmary, the patient will be asked to hand over their valuable belongings to their family member or responsible person. If you are not accompanied, the objects will be listed by the support team, together with a Property Security representative, and delivered to the Admission department for safekeeping in an appropriate location.

RIGHTS OF PATIENTS AND COMPANIONS

1. Receive dignified, attentive, and respectful care, without any prejudice or discrimination.
2. Be identified by full name and date of birth and addressed by their name and not in a generic manner, or by the name of their disease, number, code, or any other disrespectful or prejudiced way.
3. Be able to identify Hospital staff through their badges containing photo, name, and department they belong.
4. Receive information from the Institution on the protection of their personal belongings.
5. Receive clear, simple, and understandable information from the staff who is assisting them, adapted to their cultural condition, regarding their diagnosis, therapeutic options, and risks involved.

6. Receive information about medications that will be administered, as well as the origin of blood and blood products before receiving them.
7. Receive adequate hospital care to control and minimize physical pain according to the Institution's guidelines or clinical protocols.
8. Freely and voluntarily consent or refuse diagnostic or therapeutic procedures after receiving adequate information, as long as it is not life-threatening. In case of impossibility of expressing their will, the consent must be given, in writing, by their family members or responsible person.
9. Have access to their medical record according to the current legislation and in accordance with the institution's rules. The medical record must include a set of standardized documents and information about the patient's history, principles and progression of the disease, therapeutic procedures, and other clinical notes. Release is restricted to the patient, family member or responsible person when the patient is under 18 years old or over 60 years old.
10. The confidentiality of any and all information, through professional secrecy maintenance, shall be safeguarded, as long as it does not entail a risk to third parties or public health.
11. Receive or refuse religious, and psychological assistance.
12. Have their spiritual and religious beliefs respected, as well as their ethical and cultural values.
13. Be assured of their safety, individuality, privacy, physical, mental, and moral integrity. Therefore, the patient has the right to privacy being assisted in an appropriate place and with professional conduct that protects such privacy.
14. In the case of children and adolescents, people with disabilities or elderly individuals, have their rights guaranteed in accordance with current legislation and the Institution's policy.
15. Have the right to a companion of their choice during the entire period of admission, in accordance with the Institution's rules.
16. Be encouraged to participate in all decisions about their assistance, with the guarantee that the staff who is assisting them will provide information and clarifications about questions, results regarding assistance and treatment, as well as unforeseen results.

17. Be able to appoint a family member or responsible person to make decisions regarding diagnostic or therapeutic procedures, including with regard to treatments, assistance and procedures and resuscitation measures or other life-sustaining treatments (applicable to those at 18 years of age and older or legally emancipated).
18. Express their concerns or complaints to the Institution's management, through the Ombudsman Service, and receive pertinent information and clarifications, in accordance with its rules and regulations.

Ombudsman Contact Info: Extension 1910, phone number +55 (11) 2176-1910 or through the website www.hsi.org.br.
19. Request a second medical opinion regarding their diagnosis or treatment and, if desired, the replacement of the physician responsible for their assistance according to the Institution's policy.
20. Have respectful and compassionate assistance at the end of their life, be treated with dignity and respect after their death and have no organs or tissue removed from their body without prior authorization from their family or legally responsible person.

RESPONSIBILITIES AND DUTIES OF PATIENTS AND COMPANIONS

1. 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.
2. Follow the instructions recommended by the multidisciplinary team who is assisting the patient, being responsible for the consequences of their refusal.
3. Know and respect the rules and regulations of the Hospital.
4. Take care and be responsible for the Institution's facilities and assets placed at their disposal.
5. Respect the rights of other patients, employees, and service providers of the Institution, treating them with civility and courtesy.
6. Contribute to the control of noise and the amount and behavior of their visitors.
7. Respect the prohibition of smoking, extending it to their companions and visitors, in accordance with current legislation.
8. In the case of children, adolescents, and adults considered incapable, the responsibilities listed above must be exercised by their duly authorized legally responsible person.

9. Be responsible for any and all expenses made during hospitalization and/or outpatient care or appoint the legal and financial responsible person for their hospital treatment, informing the Hospital of any changes.

Note: When any right is affected or any responsibility is not fulfilled, the Hospital leader will seek to ensure its suitability as the representative of the Institution.

Ultimately, both patients and family members, as well as the Institution itself, can count to the help of the Ombudsman, which will interface between both.

SAME - MEDICAL ARCHIVE SERVICE

Whenever necessary, the request for medical records must be made by patients themselves, or by their legally responsible person.

Requesting a copy implies a charge to the requester, according to the price list available at the Management and the Treasury.

The deadline for the supplier is 15 business days.

Note: To request medical reports, you must schedule an appointment at our outpatient clinic, with the physician responsible for the hospital admission.

PATIENT SAFETY GUIDANCE

Here is a list of guidelines from the Support Team to inform patients and companions about Best Practices in Healthcare Services, aiming to ensure the safety of our patients and employees, as well as consolidating the flow of communication between teams and users of our services.

It is important that the patient, as well as their family members and caregivers, know the risks of the procedures, communicate and contact the hospital teams about any information and/or questions that may arise.

- **Hand Hygiene Practice**

It is important to always check and practice hand hygiene, before and after contact with the patient and also with hospital furniture, respecting the Five Moments of Hand Hygiene, displayed in the room.

- **Isolation by Precautionary Measures**

Whenever there are risk signs on the door of the room warning about precautions and isolation, before entering, contact the nursing staff for clarification regarding the use of masks, gowns, and gloves in order to be equipped appropriately and avoid contamination.

These practices aim to minimize the risks of hospital-acquired infection.

- **Fall Prevention**

If a companion needs to be away from the patient, leaving them alone in the room, the companion must first notify the nursing team, thus ensuring the prevention of fall accidents.

It is also important to strictly follow the instructions of the physician and support team regarding mobilizations and early movements after the surgical procedure, thus avoiding falls and preventing the development of thromboembolic events.

- **Medications**

For patient safety and successful treatment, it is not permitted to bring in any type of medication. The nursing team is responsible for administering medications, which strictly follow medical prescriptions.

The medical and nursing teams are also responsible for evaluating medications for continuous and prolonged use and whether or not, given the patient's new clinical situation, they will maintain this treatment during their hospitalization. The team addresses patient's immediate safety needs regarding psycho-affective disorders.

It is important that the patient and/or family member provide all information regarding mood, anxiety, psychiatric, and psychological disorders, as well as the medications used for these disorders. This information allows the team to be able to implement treatment and monitoring strategies to ensure and strengthen patient safety.

- **Identification Wristbands**

The patient's Identification Wristbands cannot be removed without guidance from the Hospital teams. They are used to help teams with visual management by means of colors and barcodes.

See how to identify:

Color rojo: Identifies whether the patient is at risk of Allergies

Color Amarillo: Identifies whether the patient is at risk of Falling

Color Blanco: Identifies the name, date of birth, and Patient Data Record

- **Informed Consent**

If the patient undergoes a surgical procedure, make sure that the Informed Consent Forms have been duly presented, completed, and signed, both by the patient and/or their legally responsible person, and by their physician.

- **Patient Restrictions**

Inform the hospital teams of any type of restriction, if the patient has one, such as allergies to latex, use of orthoses, prostheses, pacemakers, and other medical devices, as well as restrictions of a religious or cultural nature.

- **Handling of Equipment**

Respect the guidelines regarding the handling of equipment and devices that are connected to patients. This is the responsibility of the support team.

- **Therapeutic Plan**

The Clinical Staff's Support Team of the Hospital is able to provide the patient and/or their family members with all the clarifications necessary to carry out the Patient's Therapeutic Plan. Upon discharge or eventual transfer, it is important that the family and the patient are aware of and participate in planning the Therapeutic Plan, thus ensuring continuity of care, which is extremely important for the prompt restoration of their clinical conditions.

After discharge, if the patient presents any type of clinical problem, it is important to return to the Hospital immediately.

- **Security on the Institution's Premises**

Santa Isabel Hospital has trained and prepared teams with fire brigades to respond to urgent and emergency situations in the Institution's buildings. In the event of any incident, respect and strictly follow the brigade's instructions.

If you notice any type of fire, short circuits, smoke, etc., immediately notify the nursing station and call extension 6904.

DISCHARGE

Hospital discharge is the sole responsibility of the physician treating the patient. After the physician has signed the discharge, the patient or their responsible person must wait in the room to be contacted by the Nursing team, who will provide hospital discharge instructions.

Once discharged, the patient and companions must leave the room within one hour. After this period, if they stay in the accommodation, all expenses not covered by their health insurance plan, from then on, become the exclusive responsibility of the patient and their companion.

DISCHARGE AND PAYMENT

The hospital daily rate comprises the period from the patient's entry at the time of admission until 8am the following day, with tolerance for discharge until 12pm. After this time, a new daily rate will be generated.

Other expenses will be charged separately, including those made by companions, as well as occupational expenses not covered by their health insurance plan.

Whenever price adjustments occur, the Hospital reserves the right to forward the updates to their price list, based on the date of such increases. For private patients, the patient or their legal representative must go to the Treasury, on the Ground floor, to pay the bill.

Private accounts are closed within 1 (one) hour.

For discharges that occur in the evening and on weekends, the Hospital Treasury will contact them on the following day or on Monday to make the necessary payments. In these cases, the key must be handed over at the time of exit, at the Admission reception, to release the bed.

• Private Patient

The bill must be closed every 48 hours. Any information about the status of the hospital bill must be requested to the Treasury, located on the Ground floor, or by the extension 7760.

The Treasury's opening hours are from 7am to 6pm, Monday to Friday.

If discharge is given at other times, the Treasury team will contact you, on the first business day following discharge, to inform you about the status of the hospital bill.

- **Hospital Bill**

Aimed at obtaining undue financial advantages, malicious people may make phone calls during hospital stays, identifying themselves as physicians or employees of this institution, and requesting undue payments.

Therefore, banking transactions should not be carried out without first confirming the origin and veracity of the call with the Treasury or Administration of the Hospital.

If you receive any such call, the patient or companion must immediately contact their physician and the Hospital Administration by calling +55 (11) 2176-7700.

SCAM ALERT

Aimed at obtaining undue financial advantages, malicious people may make phone calls during hospital stays, identifying themselves as physicians or employees of this institution, and requesting undue payments.

Therefore, banking transactions should not be carried out without first confirming the origin and veracity of the call with the Treasury or Administration of the Hospital.

If you receive any such call, the patient or companion must immediately contact their physician and the Hospital Administration by calling +55 (11) 2176-7700.

SANTA ISABEL HOSPITAL

Opened in May 1972, Santa Isabel Hospital serves health insurance plans and private patients, being a reference in the west and central zones of São Paulo. Santa Isabel Hospital values excellent, personalized, and humane hospital healthcare.

Technical quality exams, combined with the comfort of the facilities and quick results offer peace of mind and security to patients.

Located in the Higienópolis neighborhood, in São Paulo, it serves more than 30 medical specialties, has 113 beds, of which 35 in the Intensive Care Unit, and 6 operating rooms.

Patient Label

RECEIVING PROTOCOL

I, _____ ,
state that I received, on this date, the Guidelines for Patients and Companions from Santa Isabel Hospital, containing the necessary guidance on how the Hospital works, and I state that I agree with the information in the document herein, and I will convey its content to family and friends, contributing to our communication, especially on the issue of Phone Call Scams.

Full Name: _____

Patient: _____

Legally Responsible Person : _____

Date: _____ / _____ / _____

ID: _____

Signature





Hospital Santa Isabel

(11) 3245.5000
Rua Dona Veridiana, 311
Higienópolis - SP

Agendamento de Consultas e Exames

(11) 3003-3230

www.hospitalhsi.com.br

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