



GUIDE TO THE **PATIENT**

Welcome to RIO MAR HOSPITAL,

We aim to offer the best health care experience.

This guide was developed in order to facilitate the relationship between the patient, family members and the hospital ensuring complete safety, as well as quality and comfort when using our services.

For this, we ask that you carefully read the information contained in this manual, in order to clarify doubts regarding the hospitalization period.

For the highest patient safety, we have modern equipment and a specialized multidisciplinary team to assist you 24 hours a day.

Every patient is hospitalized under the responsibility of a legally qualified physician, duly registered in RIO MAR HOSPITAL. The physicians prescribe medication, tests, and a diet, as well as other care needed for your recovery. No medication or examination will be provided, nor will food be served without medical evaluation and a prescription. In the absence of the patient's attending physician, the hospital has medical teams with different specialties. Only orders from physicians and their authorized assistants will be executed for patients in writing in the medical records. Special examinations required by an attending physician, and not performed at HOSPITAL RIO MAR, must be paid on the spot to the institutions where they are performed.

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HOSPITALIZATION BY HEALTH CARE PLAN

(EXTENSION NO. 1136/1159)



Expenses are covered in accordance with the contract signed with each member; and the uncovered expenses are paid separately by the patient or his/her guardian, who must be aware of the plan's coverage, as well as its limitations and exclusions, at the time of hospitalization.

NOTE: Check in advance if your health care plan provides coverage for special items such as prosthesis, orthosis, plaques, catheters, meshes, and others. This information is possible only by contacting the Health Care Provider.

We emphasize that the hospital **does not charge patients** who are hospitalized **by telephone**.

The **payment** of examinations, medicines, or any other hospital expenses must be carried out **during business hours in the treasury department and on weekends at the reception desk**.

Rio Mar Hospital doesn't take checks. Any payment of a hospital medical procedure or prosthesis, endoprostheses, per diem and any other service can only be paid using cash, credit / debit card or a bank slip.

Any billing made through a telephone approach, requesting an immediate bank deposit, should be communicated to the nursing team or the physician on duty for appropriate measures.

REMEMBER:

Every health care plan has its standards /requirements (right to presence of a companion, release of passwords, online approval of procedures, etc.). It is very important for the patient to be aware of these norms. Such demands may cause some delay in the hospitalization act because they are beyond our control and responsibility and, therefore, we count on your understanding.

Hospitalizations in particular have two distinct modalities: scheduled (or elective) hospitalizations and emergency hospitalizations.

Scheduled private hospitalizations are usually for elective or scheduled procedures. This type of hospitalization, because it is planned, can be paid as follows: 48 business hours before the procedure is carried out through an identified bank deposit; a bank slip; or at the time of the patient's admission to the hospital. In case of other additional expenses throughout the hospitalization, these will be informed and charged at the time of the patient's hospital discharge.

Private hospitalizations in emergency situations function as open accounts, i.e., at the end of the hospitalization period, the amounts related to health care provided by the institution will be charged. In some cases, these amounts may be charged throughout the hospitalization, in weekly installments, for example, by the financial area of the hospital, through a legitimate representative, and who will personally identify himself to the patient and/or his/her family members.

We reiterate that the hospital does not charge patients and family members for payment of medications, examinations, medical appointments, etc. by telephone.

Hospital Rio Mar does not collect a security check in any hypothesis, in respect of the current legislation.

 **HOTEL**
(EXTENSION NO. 1166)



The rooms of the inpatient unit are equipped with:

- Minibar
- Cable TV
- Nursing call system
- Telephone
- Remote control

Important: the patient's valuables and belongings will be under the custody of his/her companion and/or guardian in the case of hospitalization in the inpatient rooms. In case the patient is hospitalized in a closed unit (ICU) and is unaccompanied, the Hospital will guard the belongings in a protocolled room in a room with restricted access and such belongings will only be delivered to the patient himself or his/her family members after they are duly identified.

The Hospital is not responsible for objects left or forgotten in its premises. If any belongings are found, they will be filed with the hospitality sector that will keep them for a period of 30 days. After this period, the hospital will donate or discard them. If food of any kind is found, it will be discarded immediately.

SERVICES

The Rio Mar Hospital has several services available to assist you in the best possible way. If you need any service, please call the telephone extensions accordingly:

Local Connections	0 + Number
Operator	9
Reception	1136 / 1159
Nutrition	1165 / 1316
Room Service	231
Nursing Station 1 st floor	1100 / 1141
Nursing Station 2 nd floor	1200 / 1241

VISITORS

Visiting hours in the rooms will be from 9:00am to 8:00pm, and in the ICU from Monday to Friday from 1:00pm to 3:00pm and Saturdays, Sundays, and holidays from 12:00pm to 2:00pm. After this time, only the companion can remain with the patient, and the instructions for the permanence of the latter must be followed. The change of companions can only take place until 7:00pm for greater safety.

Here are some guidelines for visitors and companions, to ensure the protection, well-being, rest, and recovery of the patient:

- It is mandatory to present yourself at the hospital reception to receive information about the patient's location and be identified with a label, which should be glued in a visible place.
- It is mandatory to wash your hands before and after contact with the patient.
- It is mandatory to comply with visitation times and the amount of people per room must also be respected up to 2 people at a time, with the daily limit of 6 visitors to Hospitalization Units and 4 to Intensive Care Units.
- We recommend turning off your mobile device or putting it in silent mode during visits.
- Shorts, slippers, and swimwear are not allowed when visiting a patient.
- It is not allowed to enter the hospital without a shirt.
- Pets are not allowed in the hospital.
- We recommend that people with a cold, the flu or other infectious diseases do not contact the patient, thus avoiding hospital infections (and protecting the patient).

- We inform that the nursing unit provides care only to the patient. Any incident that might occur with companions or visitors, will be referred to the Emergency.
- We emphasize that the hospital environment is not appropriate for children, and therefore we advise children under 12 years of age to avoid any visits.
- It is not allowed to bring food from outside for consumption within the hospital premises.

If there is any special need, it should be discussed with the health service team of the sector.

ESCORTS

For the safety of patients, visitors and hospital staff, all companions and visitors must identify themselves at the reception; we also ask that, during their stay, they keep their identification visible.

Only one (1) companion is allowed to stay the night in the room, according to the health care plan modality. The name of who will accompany the patient must be informed at the inpatient reception. If the health care plan does not provide coverage for a companion, the overnight stay will be charged upon hospital discharge. Check the prices at the inpatient reception. Only one person may remain as a companion and the person must be of legal age (18 or older). The overnight stay for the companion includes bed linen and breakfast. The companion will be required to provide his/her signature and identification data, as from 10:00pm, in a printed format, to confirm his/her stay in the hospital.

The companion must remain adequately dressed throughout his/her stay with the patient.

The companion and the visitors should refrain from remaining in the corridors of the Hospital and from talking loudly to safeguard the rest of the hospitalized patients.

It is prohibited to bring food for consumption within the hospital premises. If you choose to order an external meal, you can use the hospital cafeteria for immediate consumption, and keeping it in the premises is not allowed.

Companions	The overnight stay for companions includes breakfast. For best patient care, we serve meals for companions in the room, right after the delivery of all patient meals.
Breakfast	7:00 am to 8:30 am
Lunch	from 12:00 pm to 1:30 pm
Dinner	6:00 pm to 7:00 pm
Payment method for meals only by debit card.	



We have a team of nutritionists who make daily visits to the patients, determining the diet according to the medical prescription and the patient's preference. Floor maids are responsible for the distribution of meals. If the patient needs and has clinical conditions to receive the nursing or speech therapy team (if in the room for such service), they can help to serve and offer the meal. No food prepared outside the Nutrition and Diet service of the Rio Mar Hospital can be offered to the patient, as it puts the patient at risk.

Meal Schedule	
Breakfast	6:30am - 8:00am
Snack	9:00am
Lunch	11:30am - 1:30 pm
Snack	2:30pm - 4:00pm
Dinner	5:30pm - 6:30pm
Supper	8:30pm - 9:00pm

IMPORTANT

We remind you that patients have diets and feeding times that are determined by the medical and nutrition team. Therefore, they should not receive any food from companions and visitors.

It is prohibited to bring food to the hospital premises.

PSYCHOLOGY SERVICE

We have a psychology service for the evaluation and to provide expert opinions of hospitalized patients, when requested by the medical team. Whenever necessary, we also offer guidance and support to family members.



The Ombudsman is the communication channel between the patient and his/her family members/companions to provide suggestions, compliments or criticisms related to the hospital service, in order to offer the best service experience during their hospitalization.

The service runs from Monday to Thursday from 8:00am to 5:00pm and Friday from 8:00am to 4:00 p.m. It is located on the ground floor of the hospital. If you wish to speak to the Ombudsman, please contact the nursing team in the sector who will request the presence of the Ombudsman at the bed or call the telephone extension.

If you should need this service beyond the time mentioned above, call the nursing supervisor of your unit who will be ready to address your needs, or contact our Corporate Ombudsman Service Channel at **3003-4330** or visit **www.rededor.com.br**.

After hospital discharge, the patient will receive a questionnaire to get feedback on his hospitalization and his/her participation is essential for us to continue improving our services to all clients. This questionnaire will be sent to the email registered at the time of hospitalization.

Help us take better care of our patients

During the hospitalization of a patient, visitors and companions can contribute positively to the safety of the patient, minimizing the occurrence of hospital infection, and suggesting improvement actions for the hospital.

Actions that help reduce the risk of developing infection:

- Wash your hands before and after contact with the patient.
- Do not sit on the patient's bed, do not bring food and flower arrangements.
- Do not make hospital visits when you have any infection (sore throat, the flu, skin and/or respiratory diseases, etc.).
- The toilet is for the exclusive use of patients and companions. The hospital provides public toilets in the corridors.
- The hygiene of the rooms is carried out in the morning, and the rooms are regularly checked at specific times throughout the day.

If there is any additional need, please contact the nursing station to activate the unit's hygiene team.

- Catheters, probes, dressings, and equipment should be handled by the hospital's multidisciplinary staff because they are qualified and authorized people. When handling certain equipment, visitors/companions can, for example, change a schedule established by the team.
- All rooms have, above the bed, a medicinal gas panel with an outlet for oxygen, compressed air, and vacuum. This panel can only be manipulated by the health care team.
- Boxes of sharp objects (yellow with an infectant material symbol) should not be handled by patients, family members or visitors, as they contain infectious material and there is the risk of cuts and perforations.

OTHER INFORMATION

Alcohol

Alcohol consumption is not allowed on hospital premises.

Silence

Silence is essential. Rest helps with patient recovery.
Speak in a low voice. Avoid gathering too many people together.

When talking on the phone, try to keep a low tone of voice. If possible, have your phone in silent/vibratory mode. We recommend special attention to the volume of televisions.

Smokers (Smoking Area)

It is expressly forbidden to smoke in any area of the Hospital, mainly in the rooms given the risk of accidents due to the medical gas outlets (Municipal Law no. 0112, of 11/22/1958). The Hospital has its own smoking area. Go to the reception for more information.

Emergency extension

Extension no. **4100** is the communication extension for major internal hospital emergencies.

This extension no. should be used in cases of:

- An incipient Fire, or an actual Fire
- Disappearance of people
- Foreign objects
- A suspicious person circulating around the hospital
- Aggression (physical or material)
- Structural risk
- Or any other situation you consider to be unexpected or potentially dangerous.

RIGHTS AND DUTIES OF PATIENTS



RIGHTS

1. Patients are entitled to decent, attentive, and respectful care provided by all health care professionals, without prejudice of race, creed, color, age, sex, diagnosis, or any other form of intolerance.
2. Patients have the right to be identified by their first and last name. They should not be called by the name of the disease, the health problem or in a generic way or any other inappropriate, disrespectful, or prejudiced form.
3. Patients are entitled to receive immediate and timely assistance from the hospital employee, present on site for the improvement of their comfort and well-being.
4. Patients have a right to identify the professionals by their badge, with their full name, job, and position, which should be kept in a place that can be easily seen, and as part of the uniform of each professional category.
5. Patients have the right to require that all material used be rigorously sterilized and manipulated, according to the hygiene and infection prevention standards, issued by the competent agencies and contained in the Hospital Infection Control Program of the Ministry of Health, as well as request that professionals wash their hands before performing any procedure on them.
6. Patients are entitled to clear, simple, and comprehensive information – adapted to their cultural conditions – regarding diagnostic and therapeutic actions.

7. Patients have the right to consent to or refuse diagnostic and/or therapeutic procedures to be performed as part of the treatment. Informed consent should be provided freely and voluntarily and with adequate information. When significant changes occur in the initial state of health or in the cause for which consent was given, the latter should be renewed. In case there is evidence that the patient is unable to supply conscious manifestations, they should have legal representation.

8. Patients have the right to revoke prior consent at any time, by free and conscious decision.

9. Patients are entitled to a medical record prepared in a legible manner and to refer to it, in accordance with the current legislation and the standards established by the hospital. This medical record should contain the complete identification of the patient; his/her anamnesis; physical examination; complementary examinations, with their respective results; diagnostic hypotheses; the definitive diagnosis, the procedures or treatment performed, the evolution of treatment and the daily medical prescription, as well as the clear identification of each professional health care provider, in an organized manner, according to the documents standardized by the institution.

10. Patients have the right to receive, when requested, all information about the medicines that will be administered to them.

11. Patients have the right to be informed about the origin of the blood or blood products for transfusion, as well as proof of serology performed and validity.

12. Patients have the right to safety and physical integrity, respecting the established safety procedures and facilities of the hospital.

13. Patients have the right to confidentiality protection, through the maintenance of professional confidentiality, provided that it does not pose risks to third parties or public health.

The patient's secrets correspond to everything that, even unknown by the patient himself, can be accessed by the health professional, through information obtained from the patient's records, the physical examination and laboratory and radiological tests.

14. Patients have the right to maintain their privacy, with adequate care and professional conduct to protect it.

15. Patients have the right to receive visits from friends and relatives at times that do not interfere with the activities of professionals who work in the service, according to the hospital's rules and regulations.

16. Adolescent patients have the right to have a parent or guardian stay full-time, during the hospital treatment. The name of the parent or authorized companion must be known to the professional team, and it is recorded in their medical records.

17. Elderly patients, aged 60 years or older, are entitled to immediate preferential attention, respecting urgencies/ emergencies, being assured the right to a companion, except in cases where the attending physician, through written justification, understands it is impossible. The name of the authorized companion must be known to the professional team, and it is recorded in the medical records.

18. Patients have the right to have their spiritual and religious beliefs respected, and to receive or refuse moral, psychological, social, and religious assistance.

19. Patients have the right to dignity and respect, even after death. Family members or guardians should be advised immediately of death.

20. Patients have the right not to have any organs removed from their body without their prior authorization or that of their legal guardian, in cases where it has been proven that the patient is unable to express his/her will.

21. Patients have the right to be informed about all the aforementioned rights, about the hospital rules and guidelines and on how to communicate with the authorities and leaders of the hospital to obtain information, clarification of doubts and submit complaints.

DUTIES

1. The patient or his/her legal guardian has a duty to give accurate, complete, and accurate information about his or her health history, previous medical diseases, and other health-related problems.

2. The patient has a duty to inform the unexpected changes of his current state of health to the professionals responsible for his/her treatment.

3. The patient has the duty to demonstrate the understanding of the actions that are being carried out or proposed, aiming at the cure of injuries to his health, the prevention of complications or sequelae, his rehabilitation, and the promotion of health, asking questions whenever he has doubts.

4. The patient has the duty to follow the instructions recommended by the multidisciplinary team that assists him/her, being responsible for the consequences of his/her refusal.

5. The patient has the duty to indicate who is financially responsible for the hospital treatment, informing the hospital of any changes in this indication.

6. The patient has the duty to know and comply with the hospital's rules and regulations through the Patient Guide.

7. The patient has the duty to respect the rights of other patients, companions, employees, and service providers of the institution.

8. The patient has a duty to look after the hospital property and equipment at his disposal for his comfort and treatment and request that his visitors and companions do the same.

9. The patient has a duty to participate in his treatment plan and hospital discharge or indicate who can do so.

10. The patient has the duty to follow and respect the prohibition of smoking within the hospital premises, this includes their companions, according to the current legislation.

11. The patient, as well as his/her companions and visitors, has the duty to request authorization from hospital administration, if he/she wants to photograph and/or film within the hospital premises.

HOSPITAL DISCHARGE



Upon discharge, communicate to reception the departure time and deliver the discharge form to the reception.

A daily rate is considered until 10:00am. After this time, the Hospital will charge a new daily hospitalization rate.

In case you need guidance, want to file a complaint, or other issues, go to one of the nursing managers on duty or to the Ombudsman on the ground floor.

Legal References

Constitution of the Federative Republic of Brazil

Brazilian Civil Code (Law 10,406, of 10/1/2002)

Consumer Defense Code (Law 8.078, of 9/11/1990)

Universal Declaration of Human Rights

Child and Adolescent Statute (Law 8,069 of 7/13/1990)

Senior Citizens' Statute (Law 10,741 of 01/10/2003)



STATEMENT

Date of hospitalization: ____ / ____ / ____

Time: _____

I, _____
Patient / legal guardian

responsible for (a) _____

declare that I have received, on this date, the necessary guidance on the operation of the Rio Mar Hospital, its practices, schedules, and other procedures that I must adopt during my stay at the institution, aiming at well-being and effective recovery.

On this occasion, I had the opportunity to ask questions that were answered satisfactorily by the professional identified below:

Signature of the professional who provided information

Patient signature / legal guardian



HOSPITAL
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