



INSTRUCTIONS FOR PATIENTS AND COMPANIONS



Proncor
HOSPITAL



SANTAMARINA
HOSPITAL

WELCOME!

Proncor and Santa Marina Hospitals offer personalized care with a welcoming atmosphere, comfort, and cutting-edge technologies available for both patients and doctors.

In this guide, you will have access to all this information and much more during your stay at our facilities.

Welcome!



**Hospital
Proncor
C. Cachoeira**



**Hospital
Santa
Marina**



**Hospital
Proncor
Centro**



**Centro
Médico
Proncor**

INTRODUÇÃO

Este manual destina-se a pacientes e seus cuidadores (acompanhantes, familiares e visitantes). Sua finalidade é prestar informações importantes aos usuários de nossos serviços, como práticas que visam o bem-estar e a recuperação do paciente, sendo um instrumento facilitador para a convivência comum no ambiente hospitalar.

RIGHTS OF PATIENTS AND FAMILY MEMBERS



This Policy is governed by guiding principles in defining the rights and duties of patients and their family members:



- Receive dignified, attentive, and respectful treatment, without any prejudice or discrimination, restriction, or denial due to age, race, color, ethnicity, religion, sexual orientation, gender identity, economic or social conditions, health status, anomalies, pathologies, or disabilities.
- Be identified by full name and date of birth, and addressed by your civil registry name or social name, if preferred, and not in a generic manner or by your disease name, number, code, or any other disrespectful or prejudicial way.

- Have the ability to identify professionals through clearly visible, legible badges and/or other easily perceptible forms of identification.
- Receive information about the institution's rules for protecting personal belongings.
- Receive clear, simple, and understandable information from the assisting team, adapted to your cultural condition, about your diagnosis, therapeutic options, and involved risks.
- Receive appropriate hospital treatment to control and minimize physical pain, according to the institution's clinical guidelines or protocols.
- Consent to or refuse, after receiving adequate information, diagnostic, preventive, or therapeutic procedures, except in cases posing a public health risk.
- Designate, by your free choice, someone to make decisions on your behalf in the event you become unable to exercise your autonomy, including regarding treatments, care, procedures, and life-sustaining measures (applicable to those over 18 or legally emancipated).
- Access your medical records according to current legislation and institutional norms. The medical record should include a standardized set of documents and information about the patient's history, disease principles and progression, therapeutic conducts, and other clinical annotations.

- Have ensured the secrecy and confidentiality of all information, even after death, except in cases of public health risk.
- Receive or refuse religious, psychological, and social assistance.
- Have your spiritual and religious beliefs of any creed, as well as your ethical and cultural values, respected.
- Have the preservation of your image, identity, privacy, physical, psychological, and moral integrity guaranteed regardless of your state of consciousness.
- Have the right to a companion of your choice during consultations, examinations, and hospitalizations as provided by law, and in cases where your autonomy is compromised, according to institutional norms.



CENTRO
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- Participate in all decisions about your care, with assurance that the team assisting you will provide information and clarification about doubts, care outcomes, treatment, and unforeseen results. Request a second opinion or consultation from another professional, as well as replace the doctor responsible for your care, at any stage of treatment according to the institution's policy.
- Have respectful and compassionate assistance at the end of your life and be treated with dignity and respect after your death, considering your religious practices and culture, ensuring that no organs or tissues are removed without prior authorization from you, your family, or legal guardian.
- Express and be heard in your complaints, grievances, needs, suggestions, and other manifestations through the Ombudsman and any other existing mechanism, with respect for your privacy and confidentiality.



SPECIAL SITUATIONS



Ensure the rights of children, adolescents, individuals with special needs, and the elderly according to current legislation and institutional policy.

FOR CHILDREN OR ADOLESCENTS:

- Have the mother or father as the responsible party for decisions and interests;
- Maintain the continuity of school activities, as well as encouragement for recreation.

FOR NEWBORNS:

- Not be separated from the mother at birth, except when either the newborn or the mother requires special care;
- Receive exclusive breastfeeding, unless it poses a health risk to the mother or newborn.

FOR THE ELDERLY:


- Ensure the right to a companion and provide appropriate conditions for their full-time presence according to medical criteria;
- Guarantee comprehensive attention, especially to diseases that predominantly affect the elderly.

NOTE: A person with disabilities is considered to be someone who has a long-term physical, mental, intellectual, or sensory impairment, which, in interaction with one or more barriers, may hinder their full and effective participation in society on an equal basis with others.

RESPONSIBILITIES AND DUTIES OF PATIENTS AND FAMILY MEMBERS

- Provide complete and truthful information about your health history, previous illnesses, use of medications, drugs, allergies, past medical procedures, occurrence of communicable disease, and other health-related issues.
- Request clarification if you do not understand the information and guidance provided.
- Follow the instructions and treatment proposed by the multidisciplinary team responsible for your care and assume responsibility for refusing recommended procedures, examinations, or treatments and for non-compliance with the health team's guidelines.
- Take care and be responsible for the properties of the institution made available to you for your comfort and treatment.



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- Adopt courteous behavior and respect the rights of other patients, staff, and service providers of the institution, treating them with civility and courtesy.
 - Contribute to a healthy environment, prohibiting noise, use of alcoholic beverages, tobacco and its derivatives, extended to companions and visitors, collaborating with the safety and cleanliness of the environment.
 - Be responsible for all expenses incurred during hospitalization and/or outpatient care or designate the legal and financial person responsible for your hospital treatment, informing the hospital of any changes in this designation.
 - Notify the treatment team of any unexpected fact or change in your health condition.

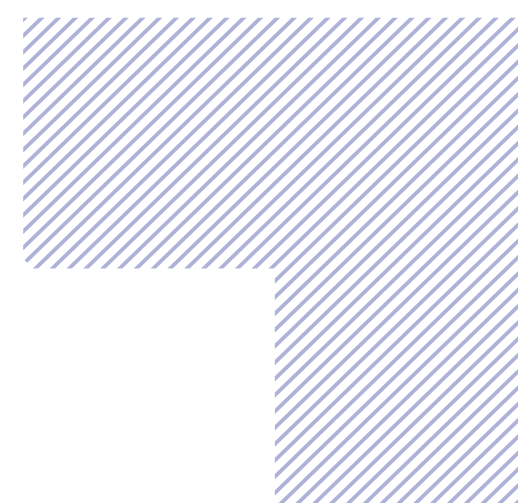
- Consume only food provided by the hospital, strictly prohibiting the provision of external food to hospitalized patients.
- Communicate to the nursing staff the need to use personal medication.
- Avoid interference with equipment, not bringing mobile phones into ICUs, Emergency Departments, and Diagnostic Support Services.
- Filming or photographing and broadcasting images of professionals, procedures, and hospital facilities is prohibited.
- It is forbidden for companions to use the ward beds or the patient's bed for resting.




- Know and respect the norms and regulations of the institution.
- Do not handle materials and equipment such as IV fluids, gas valves, and others on your own.
- Wear appropriate clothing when entering or staying in the common areas of the hospital.
- Accept medical, care, or hospital discharge when the process or treatment is considered complete.
- In the case of children, adolescents, or adults considered incapable, the related responsibilities must be exercised by their legal guardians, duly qualified.



INTERNAÇÃO



 **HOSPITAL PRONCOR C. CACHOEIRA**
E. Raul Pires Barbosa, 1.800, C. Cachoeira
VALET PARKING

 **HOSPITAL PRONCOR CENTRO**
E. Maracaju, 1.265, Centro
VALET PARKING

 **CENTRO MÉDICO PRONCOR**
E. Oceano Ártico, 133, C. Cachoeira

 **HOSPITAL SANTA MARINA**
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