



Guidelines for **PATIENTS AND COMPANIONS**

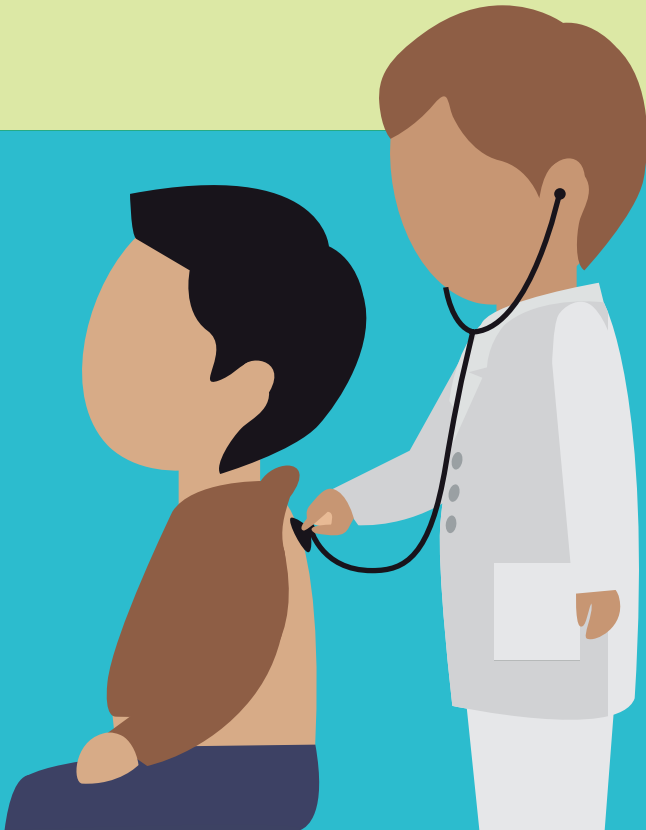


See how you can contribute to patient safety in the Inpatient
Units of the São Francisco Xavier Foundation.

FSFX FUNDAÇÃO
SÃO FRANCISCO
XAVIER



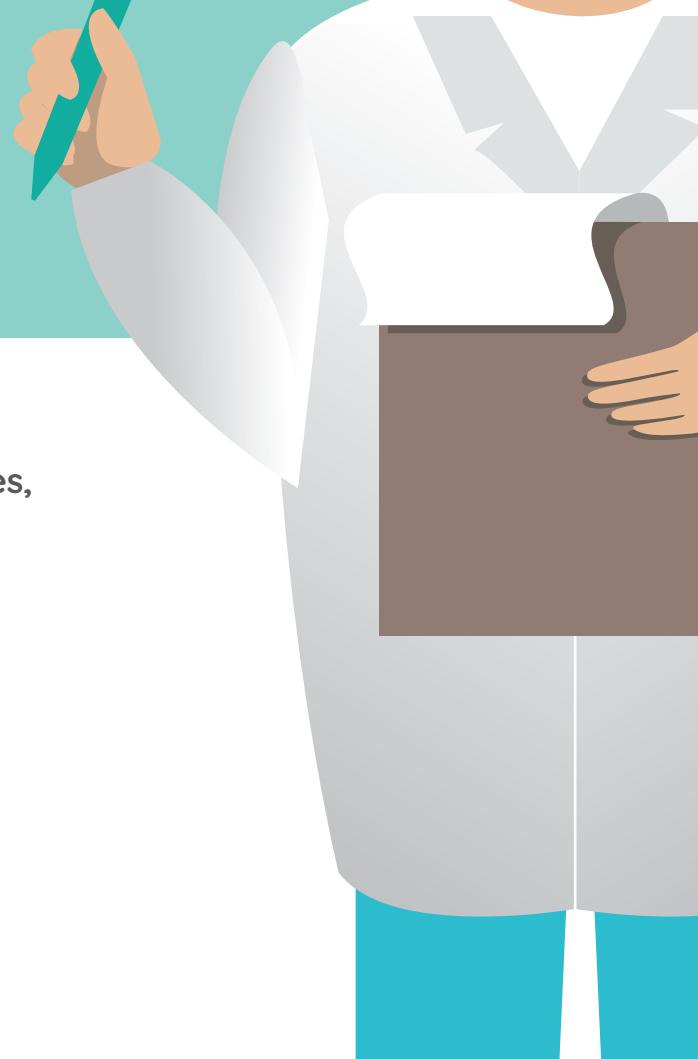
PATIENT SAFETY CULTURE



The São Francisco Xavier Foundation aims to promote the satisfactory and timely recovery of patients' health through a set of values, attitudes, competencies, and behaviors that determine our commitment to healthcare management. We operate with the utmost care, dedication, ethics, and safety, including measures to prevent incidents/adverse events.

For this reason, we have implemented several important initiatives, and your assistance can help us avoid undesirable situations.

HOW TO PROTECT THE PATIENT?



- Provide important information such as allergies, illnesses, and medications in use.
- Try to interact with professionals and follow the guidelines provided.
- Here are some important recommendations.

PATIENTS/COMPANIONS IDENTIFICATION

There are many patients with similar names. For this reason, more than one patient information must be used on the identification wristbands and, also, on the identification label of the companion or visitor.

Have your and the patient's documentation with updated photos at hand whenever you are using the Hospital's facilities.



HOW YOU CAN COLLABORATE IN THE PATIENT IDENTIFICATION

- Confirm that the information is correct on the patient's identification wristband and your companion identification label.
- Keep the identification wristband and label until the end of your medical service or hospital discharge. In case of loss or damage, ask the team for a new identification.
- Check the information contained in statements and terms, labels of drug products, blood bags, saline solution, and test sample labels.
- Ensure that the clinical staff checked the identification before all appointments, procedures, and/or administration of medications, as well as performed hand hygiene, and provided clear guidelines.

MEDICINES

- If the patient uses any medication, be sure to notify the assistant physician and the nursing personnel. They will advise on the continuity, replacement, or suspension of the use of medicines brought from home.



Allergy

If the patient has any type of allergy, report it so that it can be identified with:

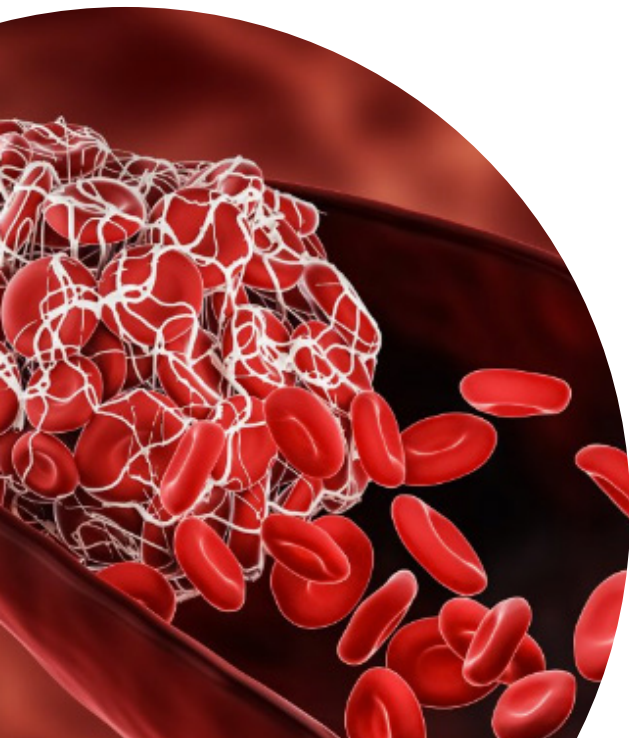
- Bedside boards.
- Allergy identification wristbands.
- Record in medical records.

SAFE ADMINISTRATION OF MEDICINES

Stay tuned!

- Every professional must confirm the patient's identification before administering any medication.
- The nursing professional, pharmacist, or physician will inform you which medication is being administered, as well as its indication and administration interval. It is essential that you clarify your doubts whenever necessary.
- If the patient presents malaise or discomfort during or after the administration of the medicine, inform the physician or nursing professional IMMEDIATELY.
- At hospital discharge, make sure you understand all the guidelines and, in case of doubt, try to clarify them before leaving the Hospital.
- Medicines brought from home and collected by the nursing personnel during hospital admission will be returned at the time of hospital discharge.





Venous thromboembolism is a condition in which a blood clot (thrombus) forms in a vein. This clot can partially or completely block the blood flow through the vein, causing swelling and pain.

Most commonly, venous thromboembolism occurs in the “deep veins” of the legs, thighs, or pelvis and is referred to as deep vein thrombosis. However, a clot can form in any part of the venous system. If a part or the entire blood clot breaks loose from where it formed, it can travel through the venous system; this is called an embolus. If the embolus lodges in the lung, it is called a pulmonary embolism, a serious condition that causes over 50,000 deaths per year.

CLINICAL CONDITIONS OR HIGH-RISK MEDICATIONS

Certain clinical conditions and medications increase the risk of developing a blood clot:

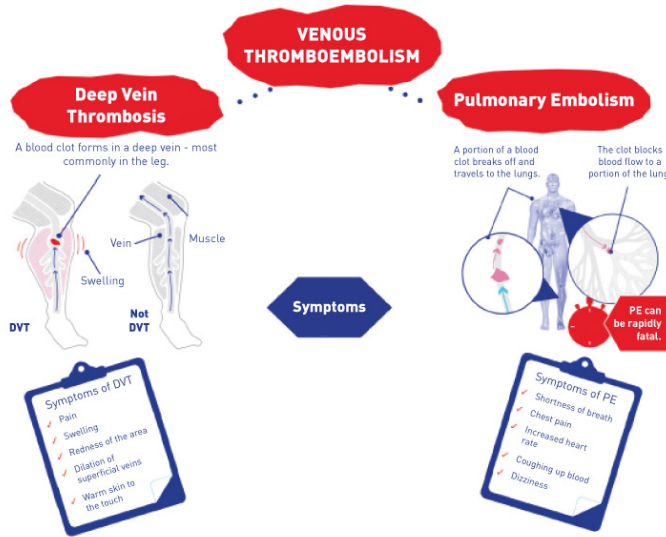
- Cancer.
- Immobilization (e.g., due to hospitalization, bed rest, or paralysis, long flights).
- Previous deep vein thrombosis or pulmonary embolism.
- Advanced age, especially above 65 years.
- Obesity.
- Pregnancy.
- Certain medications (e.g., birth control pills, hormone replacement therapy, tamoxifen, thalidomide, erythropoietin).
- Family history.
- Smoking.
- Heart failure.
- Kidney problems, such as nephrotic syndrome.

PREVENTION

Preventing the problem is much easier than treating it. That's why FSFX recommends some habits that should be part of your routine to avoid DVT.

See below:

- Engage in regular physical exercise and maintain a healthy body weight.
- Avoid smoking. The components of cigarettes can cause damage to veins and arteries.
- Avoid sitting for long periods or, if unavoidable, try to keep your legs in motion.
- Use compression stockings, especially if you have varicose veins.
- Manage stress and stay well-hydrated.
- For women with a predisposition to deep vein thrombosis, it is recommended to use an intrauterine device (IUD) or progesterone-only birth control pills as contraceptive methods.





TERM OF VENOUS THROMBOEMBOLISM RISK

I _____

ID Card No. _____, as a () patient () companion of the patient

IH _____.

Identified by the Multiprofessional team of the São Francisco Xavier Foundation as a patient with the potential occurrence of venous thromboembolism events,

I declare that I have received proper guidance and explanations, in clear and accessible language, regarding the method of assessing potential risk factors for deep vein thrombosis and the availability of preventive measures outlined in this material.

_____ of _____, 20____

Signature of companion/patient



HAND HYGIENE

Proper hand hygiene is essential to prevent health care-associated infections, which are the main causes of complications for patients.

Therefore, it is important that you know:

- Hands are the main routes of transmission of microorganisms during the care of patients.
- Hand hygiene is the simplest and most important individual measure to prevent healthcare-associated infections. Follow the step-by-step guide for proper hand hygiene.



Hygiene with Alcohol



1 Apply enough alcohol gel to cover all surfaces of your hands



2 Rub your hands together, palm to palm



3 Rub the right palm over the left dorsum with interlaced fingers and vice versa



4 Rub the palm of your hands with intertwined fingers



5 Rub the back of the fingers of one hand with the palm of the opposite hand, with fingers interlocked and vice versa



6 Rub the left thumb with the help of the right hand, using a circular motion and vice versa



7 Rub the digital pulps and nails of the right hand against the palm of the left hand, making a circular motion and vice versa



8 Rub your fists in a circular motion



9 Wait for your hands to dry

Hygiene with Soap and Water



1 Apply enough soap to cover all surfaces of your hands



2 Rub your hands together, palm to palm



3 Rub the right palm over the left dorsum with interlaced fingers and vice versa



4 Rub the palm of your hands with intertwined fingers



5 Rub the back of the fingers of one hand with the palm of the opposite hand, with fingers interlocked and vice versa



6 Rub the left thumb with the help of the right hand, using a circular motion and vice versa



7 Rub the digital pulps and nails of the right hand against the palm of the left hand, making a circular motion and vice versa



8 Rub your fists in a circular motion



9 Rinse your hands thoroughly



10 Dry your hands thoroughly with a single-use towel

Your hands will be clean and free from contaminants

BODY HYGIENE

- **INDEPENDENT PATIENTS:** they must shower when necessary. Do not forget about the hygiene of the scalp.
- **PARTIALLY DEPENDENT PATIENTS:** they must take a shower once a day, with the help of an accompanying person, duly oriented, or with the help of a nurse.
- **DEPENDENT/BEDRIDDEN PATIENTS:** receive a bed bath once a day, performed by the nursing personnel and with the help of a companion
- **PUERPERAL PATIENTS:** bath performed 6 hours after childbirth, with the help of nursing. After the first bath, the patient can perform body hygiene with the help of a companion.

- **PREGNANT PATIENTS:** they must take a shower once a day or whenever necessary.
- **PREGNANT WOMEN IN ABSOLUTE BED REST:** they should take a bed bath, with the help of nursing.

NOTES:

- In the intensive care unit, bathing will be performed according to the patient's clinical condition, and in the general ward, it will be done at a specific time determined by the healthcare team.
- Bed linens will be changed every other day or when soiled, or upon request by the patient or family member. Please contact the nursing staff to request a change if needed.



ORAL HYGIENE

The lack of oral hygiene creates an environment conducive to the proliferation of bacteria in the oral cavity, forming dental plaque.

The dental plaque acts as a reservoir for the colonization of respiratory bacteria, and the microorganisms present can be released into the salivary secretion, aspirated, and lodged in the lung.

THERE ARE SEVERAL CHANGES CAUSED BY MICROORGANISMS:

- Candidiasis;
- Stomatitis;
- Gingivitis;
- Periodontitis;
- Pneumonia and others.

After every meal, oral hygiene should be performed. Dentures (full or partial) should be cleaned after meals, brushing both the inside and outside.



GUIDELINES FOR THE CORRECT PERFORMANCE OF THE PATIENT'S ORAL HYGIENE

Cleaning the inside of the mouth:



Soft or children's toothbrush



Gloved finger + gauze or spatula + gauze

Clean the patient's tongue, the roof of the mouth, inner cheeks, gums, and teeth (if any). Do not forget to remove excess liquid from the gauze.

- Remove the dentures for sleeping and place them in a damp container.
- Clean the dentures after meals.
- Use a mouthwash and/or 0.12% aqueous chlorhexidine.
- Perform oral hygiene three times a day.
- Moisten the lips and oral cavity with water whenever necessary, with the aid of gauze (remove the excess).

Do not forget! If the patient is being fed orally, clean after every meal, and if the patient is not receiving food orally, cleansing must be performed at least three times a day. If the patient is conscious, in the absence of a toothbrush, offer gauze mounted on the finger for oral hygiene. In the case of an unconscious patient, the clinical professional must follow the institutional protocol.

FALLS

Falls are events that can cause various harm to patients. Some people are more likely or at risk of falling due to age, walking difficulties, or being under the influence of medications. For these reasons, fall prevention measures must be followed, and you can help us

GUIDELINES FOR FALL PREVENTION IN THE HOSPITAL

Always follow the guidelines and recommendations of the professionals who are caring for the patient, described below:

- The patient should avoid walking alone and always ask the companion/healthcare professionals for help.
- The patient must get up from bed slowly, always with the help of a companion or healthcare professionals. He should sit down first, wait a few minutes, and the companion/professional ensure that the lighting is adequate

GUIDELINES FOR FALL PREVENTION IN THE HOSPITAL

- Nursing performs a daily fall risk assessment. Identification with a purple wristband will be made according to age and risk classification.
- A two-step stool should be kept beside the patient's bed/stretch. If necessary, the patient should use it with the assistance of a caregiver and/or healthcare professional to descend safely.
- The patient must wear shoes with non-slip soles.
- Keep the doorbell and objects of personal use, such as mobile phone, watch, etc., close to the bed.
- After a normal birth, walking in the Obstetric Center is discouraged due to the risk of fainting, which can be caused by hypotension and weakness.
- Six hours after childbirth, patients are advised about walking, with the help of a companion, if there is no contraindication.

GUIDELINES FOR FALL PREVENTION IN THE HOSPITAL

- Keep the patient bed in the lowest position, the rails raised, and the wheels locked.
- The companion must always remain close to the patient. If you need to be absent, notify the nursing personnel.
- Use the grab bars inside the bathroom located near the toilet and inside the shower box.
- Patients with medium/high risk of falling must be transported in a wheelchair or stretcher.
- Pay attention to the wet floor, and call the hygiene team of the sector whenever you identify a fall risk.

FACTORS THAT INCREASE THE RISK OF FALL

- **Age Group:** children under 5 years old and seniors over 65 years old.
- **Psychocognitive:** dementia, depression, anxiety, and mental confusion.
- **Health conditions and presence of chronic diseases:** stroke, postural hypotension, dizziness, urge incontinence or urinary urgency, among others.
- **Functionality:** difficulty in developing activities of daily living, need for a walking assistance device (example: walker, crutch, cane), muscle weakness, joint problems, and deformities in the lower limbs.
- **Sensory impairment:** sight, hearing, or touch.
- **Body balance:** altered walking.
- Use of medications (sedatives, antihypertensives, hypoglycemic agents).
- Obesity.
- Previous fall history.
- Absence of guidance on the risk of falling.
- Patients in immediate post-surgical situation.





TERM OF FALL RISKS

I _____
ID Card No. _____, as a companion of the patient
_____ IH _____
identified by the Nursing team of the São Francisco Xavier Foundation with a risk of falls (medium and high), DECLARE that I have received proper guidance and explanations, in clear and accessible language, regarding the actions and procedures necessary for fall prevention outlined in this material.

_____, _____ of _____, 20_____.

Signature of companion/patient:



SURGERY



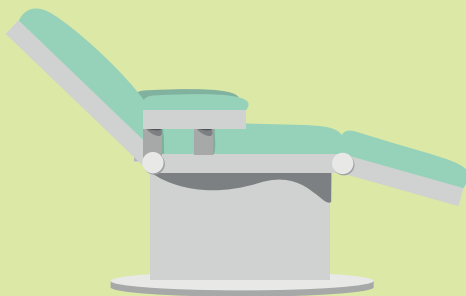
It is important to provide guidance to patients so that the surgical procedure can be performed safely.

WHAT YOU SHOULD DO?



On the day of surgery, take all documents and exams related to the surgical procedure. Do not forget to present your personal document with an updated photo.

It is important to carry out the patient's body and oral hygiene before surgery. If necessary, ask for help. Pay attention to the guidelines you will receive from the surgeon about the surgical options available for treatment, the risks, benefits, and possible complications.



Also, pay attention to the guidelines you will receive from the anesthesiologist about anesthesia, risks, benefits, fasting, postoperative pain control, and possible complications.

INFORM THE DOCTOR ABOUT ALLERGIES AND OTHER HEALTH PROBLEMS

Carefully read the Consent Form for Surgery and Anesthesia before signing it. If you don't understand some information, ask the physician!



IMPORTANT: When a patient is about to undergo a surgical procedure, upon admission to the surgical center, healthcare professionals identify the side of the body where the intervention will take place and confirm the location of the intervention with the doctor and the patient's medical record, using a wrist band. This procedure is called "laterality marking".

SURGERY PROTOCOL



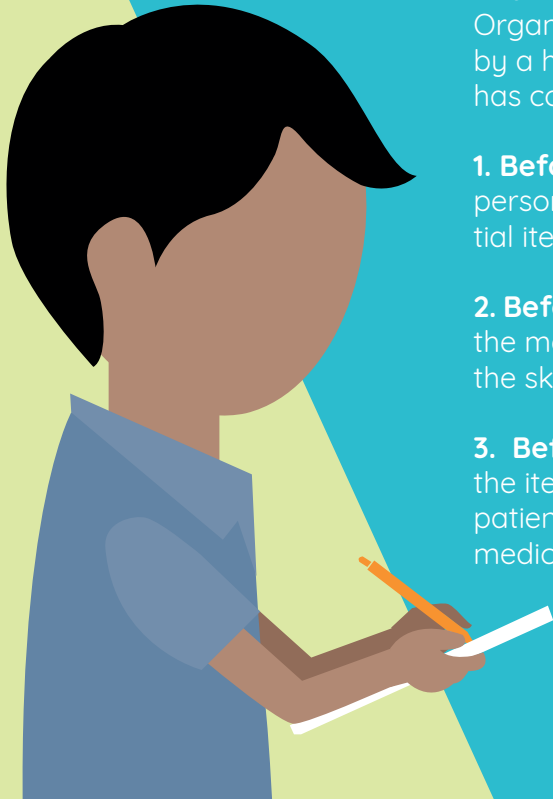
All documents relevant to the surgical procedure, such as the Consent Form, Term Paper on Blood Transfusion, Antibiotic Prophylaxis, Thromboembolism, PreAnesthetic and Pre-Operative Evaluation, as well as exams relevant to the surgery, will be checked at reception before the patient is sent to the Surgical Center.

At the Surgical Center, security checks will be carried out before, during, and after the surgical procedure.

SAFE SURGERY PROTOCOL

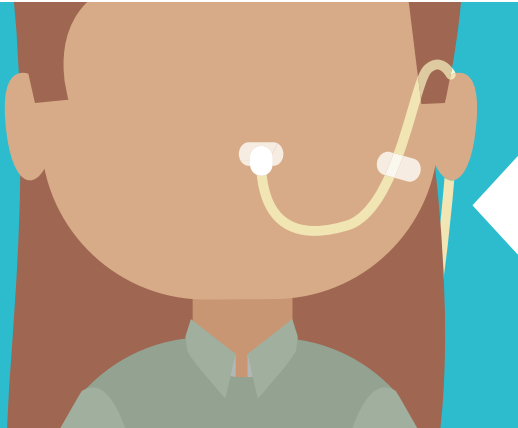
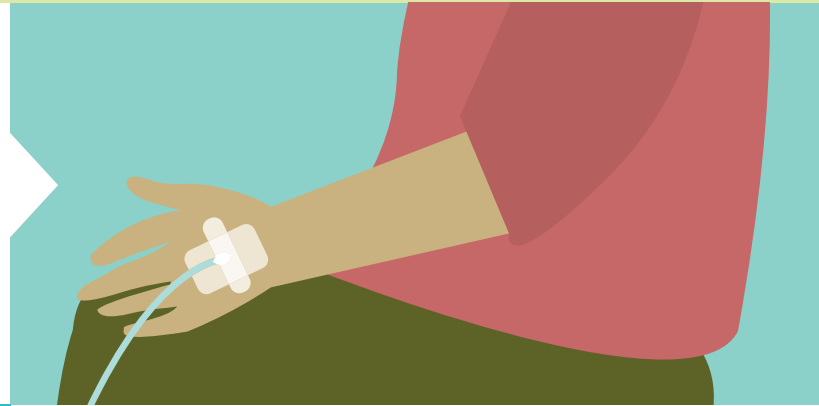
The Hospital follows the recommendations of the World Health Organization, applying the Safe Surgery Protocol. Each step is conducted by a healthcare professional, responsible for confirming that the team has completed its tasks before proceeding to the next step, namely:

- 1. Before starting anesthesia:** verification performed by the nursing personnel upon admission of the patient to the Surgical Center of essential items to ensure safety.
- 2. Before skin incision:** this step is carried out by the nursing together with the medical team, who take a break before the anesthetic induction and the skin incision, to check if all the necessary items are available.
- 3. Before patient leaves operating room:** the nursing personnel checks the items necessary for the continuity of the care provided and the patient's safety before leaving the operating room, recording it in the medical record. The objective is to guarantee the quality and safety of the care provided, reducing or eliminating the possibility of errors and damage to the patient

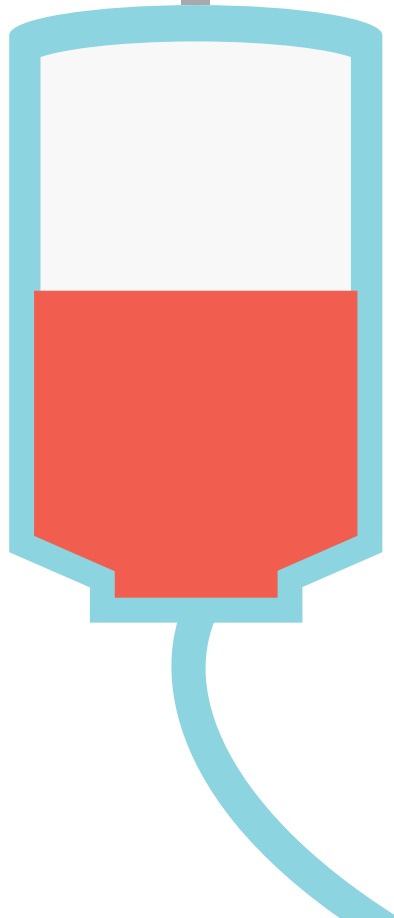


CATHETERS AND PROBES

Catheters are devices inserted into a patient's vein to administer medication, collect blood tests and, in some cases, perform hemodialysis.



The **probes**, on the other hand, are used to drain liquids or secretions, and administer food, water, and medication.



These devices help in the treatment of patients and, therefore, must be handled and cared for properly, as they can become a source of complications, including generating infections and harming the treatment.

WHAT YOU SHOULD DO?

Note if the professional has sanitized their hands immediately before and after handling the device.

- Do not manipulate the catheter or probe unless instructed to do so by a professional. During the hospitalization, a professional will provide the necessary care and provide guidance.
- Some of these devices must be protected while showering.
- Participate in confirming the medicines and solutions that will be administered to ensure correct infusion.
- Report any signs of loss of fixation, pain, or discomfort manifestations at or near the insertion of devices to a healthcare provider.
- Be careful with the devices when the patient moves; they must be securely fixed to prevent accidental loss and falls.
- Some patients are monitored and need specific equipment during hospitalization, such as infusion pumps, respirators, phototherapy devices, among others, which only the clinical staff is allowed to handle.

SKIN INJURIES

Pressure Injury (LPP) is a wound that appears on the skin in places where the bones are more exposed. This situation can occur in patients who are bedridden, malnourished, or who move little. This problem can aggravate the patient's health conditions, increasing the length of hospitalization.

WHAT YOU SHOULD DO

- Change the patient's position whenever possible. Ask the nursing personnel for help in repositioning the patient every two hours in bed or every hour in the armchair. Check the patient's condition and tolerance in advance.
- Inform yourself with the clinical staff about the possibilities that the Hospital offers to protect the patient's skin preventing the formation of wounds



PRECAUTION AND ISOLATION

PRECAUÇÃO DE AEROSSÓIS



HIGIENIZAÇÃO
DAS MÃOS



MÁSCARA PFF2 (N95)
PARA O PROFISSIONAL



MÁSCARA CIRÚRGICA
PARA O PACIENTE
DURANTE O TRANSPORTE



QUARTO PRIVATIVO
(OBRIGATORIO)

Solicite orientação da Enfermagem | **FSFX** Faculdade de Saúde da Universidade Federal de São Carlos

PRECAUÇÃO PARA GOTÍCULAS



HIGIENIZAÇÃO
DAS MÃOS



MÁSCARA CIRÚRGICA
PARA O PROFISSIONAL



MÁSCARA CIRÚRGICA
PARA O PACIENTE
DURANTE O TRANSPORTE



QUARTO
PRIVATIVO

Solicite orientação da Enfermagem | **FSFX** Faculdade de Saúde da Universidade Federal de São Carlos

PRECAUÇÃO DE CONTATO



HIGIENIZAÇÃO
DAS MÃOS



LUVAS
E AVENTAL



REALIZAR DESINFECÇÃO
APÓS UTILIZAÇÃO
DOS EQUIPAMENTOS
PARA TRANSPORTE



QUARTO
PRIVATIVO



USO INDIVIDUAL
DE EQUIPAMENTOS

Solicite orientação da Enfermagem | **FSFX** Faculdade de Saúde da Universidade Federal de São Carlos

- Follow the guidelines of the clinical staff regarding restrictions for the isolated patient.
- Use Personal Protective Equipment (PPE), according to the descriptive guidelines on the plates.
- Do not touch common access places without handwashing before and after have contact with the patient.
- If you identify the lack of any product for hand hygiene, immediately report it to the nursing or hygiene team.
 - Avoid leaving the accommodation area during the isolation period (patients and companions). If it is necessary to leave, remove and discard the PPEs, and upon returning to the room, use new PPEs..
 - Visiting hours and change of companions are reduced.

IF YOU ARE ACCOMPANYING A PATIENT IN ISOLATION, YOU SHOULD EXERCISE EVEN GREATER CARE. LET US EXPLAIN:

- Hospital isolation involves a set of technical measures to create an aseptic barrier, with the purpose of preventing the spread of infectious agents from one patient to another, as well as to staff, visitors, and the environment.



What are MULTIDRUG-RESISTANT BACTERIA (MDR) and how are they transmitted?

- These are bacteria that cannot be treated with common antibiotics and can be transmitted from person to person through contaminated hands, clothing, and objects.

What is contact precaution?

- Contact precautions are the measures that every healthcare professional, companion, and visitor must take when performing any procedure or evaluation on a patient under contact precaution: always washing hands with soap and water or using hand sanitizer, and using available Personal Protective Equipment (PPE).

PATIENTS IN CONTACT ISOLATION

For the safety of our patients, the following recommendations must be strictly followed:

- Companions of patients in isolation should exclusively assist the patient they are accompanying.
- Always wash hands or use 70% alcohol gel when entering/exiting the room and when handling the patient.
- Wear a gown and gloves whenever having contact with the patient or their care items.
- Avoid walking through hospital corridors.
- Do not leave the room wearing the gown or gloves (remove before exiting, discard in the trash, and wash hands with soap and water and/or use 70% alcohol gel).
- Inform the staff when supplies like materials, gowns, gloves, and alcohol are running low so that replenishment can be arranged as soon as possible.
- Share this information daily during the change of companions (use this material as a source).
 - If you have any questions, the healthcare team is available to provide clarification.
We appreciate your support.

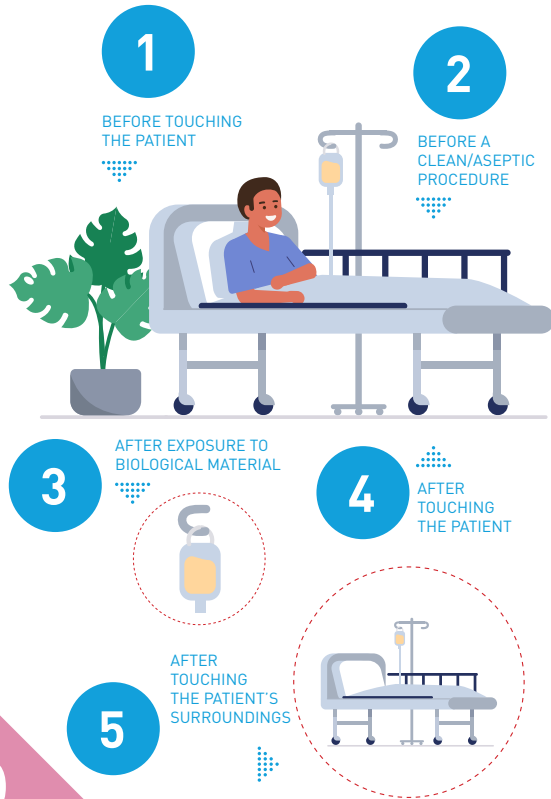
Patients transferred from other hospitals may require surveillance swab collection and will be identified with a contact isolation sign.

If the result is positive, they will be moved to an isolation bed with a red sign indicating MDR.

If the result is negative, the patient will be removed from isolation.



THE 5 MOMENTS FOR HAND HYGIENE



IMPORTANT GUIDELINES:

I have a multidrug-resistant bacterium - Now what?

This doesn't mean you have an infection from this bacterium. It might just be living on your skin or in your intestines without causing harm to you; in this case, you won't need antibiotics. And even if it is causing an infection, it doesn't mean there's no treatment available. If you have an infection from this type of bacterium, however, you'll need extra care and treatment with special antibiotics. The healthcare team can provide further clarification.

And what about when I go home?

Initially, no special care will be needed. When you return home, over time and with improved immunity, your bacterial "flora" will normalize, returning to what it was before the infection. Maintain general hygiene practices and take extra care, especially if you are around people with health issues.

GUIDELINES FOR VISITORS AND COMPANIONS



The presence of family and friends is important for the patient's recovery. However, certain recommendations are necessary for safe coexistence in the hospital environment. When visiting, it is important to remember that the patient's health condition requires special care, and there are rules that must be respected. To ensure a safe visit that does not disrupt the hospital routine, please follow the guidelines below:

- It is mandatory to present a photo identification document (e.g., identity card, driver's license, work ID).
- Visitors under the age of 18 are not allowed, and it is not advisable for visitors above 65 years of age, as all companions must be fully capable. Children under 12 years old can only visit with the supervisor's authorization and must be accompanied by a responsible adult.
- If you are ill or experiencing flu-like symptoms, it is not recommended to visit or accompany the patient.

GUIDELINES FOR VISITORS AND COMPANIONS

- It is mandatory to wash hands before and after touching the patient, removing rings, bracelets, and watches.
- The newborn, who needs to accompany the mother in an emergency consultation at the Obstetric Center, must receive an identification badge at the reception after checking the Birth Certificate or Certificate of Live Birth (DNV) and carry it until leaving the Hospital.
- The Institution is not responsible for the loss or misplacement of personal items. Bags and any type of personal items must be kept in places guided by the clinical staff (under the full responsibility of their owner). We advise carrying a minimum of objects within the hospital institution.
- We advise you to wear appropriate clothing in the hospital environment (e.g. pants, dresses and shorts at the knees, and closed-toe shoes).
- The exit from the Unit must be done through the same reception as the entrance, and the identification label must be returned.
- It is not allowed to move into other hospital rooms and care sectors without proper authorization.
- It is not allowed to provide any medication to the patient without medical or nursing staff recommendations.
- Visiting the Emergency Room is not allowed.

GUIDELINES FOR VISITORS AND COMPANIONS



- Companions of private/insurance patients will have their meals provided according to the patient's plan authorization. Companions of SUS (Unified Health System) patients who are entitled to companionship as provided by law (minors under 18 years old and individuals over 60 years old) will have their meals provided daily.
- All companions can purchase a meal ticket according to institutional guidelines.
- Feeding patients is part of the treatment. Therefore, do not bring food to the patient without the doctor/nutritionist's authorization. If any food is released, in addition to those offered in the patient's diet, the authorization must be signed by the responsible physician or nutritionist.
- Do not share food with other patients, as each one has their own specific diet.
- At the Emergency Room, snacks are released by the doctor on duty according to pre-established criteria.
- Bed linen is not provided for the companions of SUS patients, who can bring it from home. In exceptional cases, the companion must request bed linen from the nursing personnel.
- Check the times for changing companions in the inpatient sector

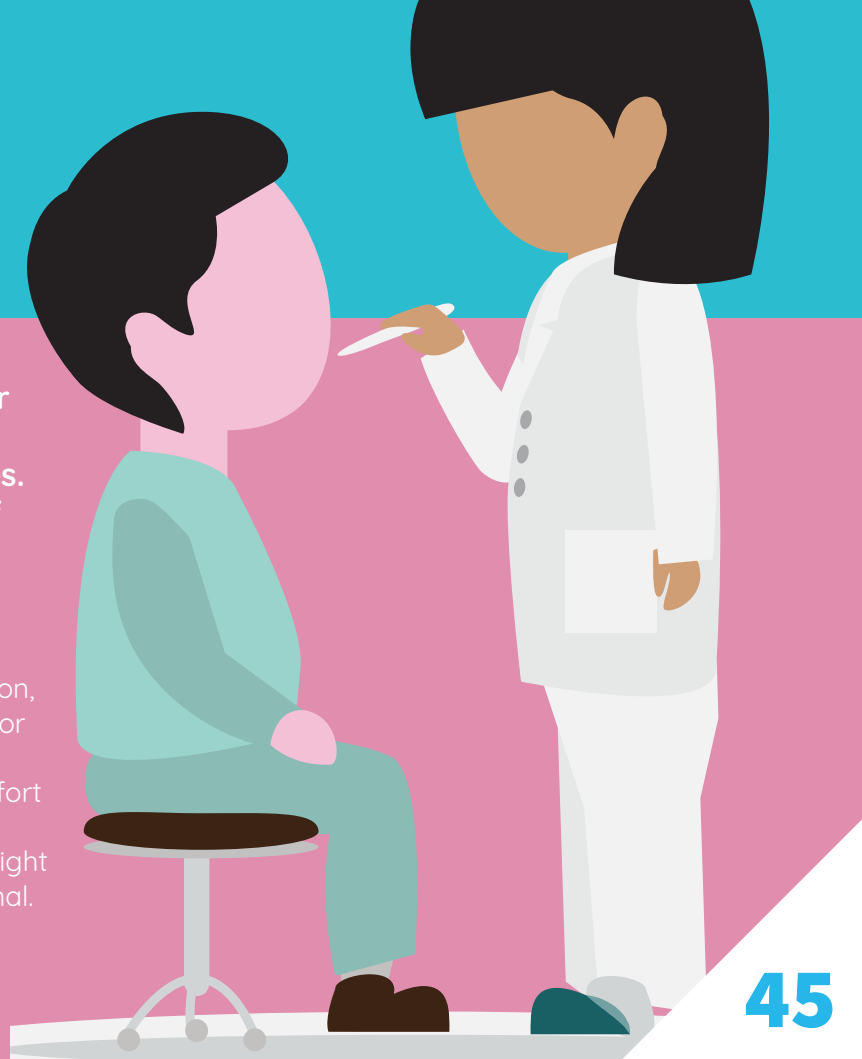
GUIDELINES FOR VISITORS AND COMPANIONS

- Visitors must not lie down, sit or place belongings on the patient's bed.
- Visiting other patients is not allowed.
- An armchair for a companion is available next to the patient's bed.
- Smoking is not allowed on hospital premises (Law 12.546/2011).
- Capturing images (photographs/videos) without prior authorization from the nursing supervisor is not permitted. In exceptional cases, images can only be taken after the patient or legal guardian has signed a consent form for image use.
- No patient information is provided over the phone. When there is a need to make a video call (exceptional cases), the sector staff will make the call to the family member.
- Capturing images (photographs/videos) without prior authorization from the nursing supervisor is not permitted. In exceptional cases, images can only be taken after the patient or legal guardian has signed a consent form for image use.

PATIENTS' RIGHTS

The São Francisco Xavier Foundation Hospitals preserve ethics and respect for human beings as values that are part of the assistance provided in their daily lives. Therefore, it also preserves the rights of patients, which everyone should know, such as:

- Receive dignified, humane, safe care without prejudice to race, creed, age, sex, sexual orientation, diagnosis, or any other form of prejudice, abuse, or embarrassment.
- Having a service capable of ensuring your comfort and well-being.
- Identify service professionals. It is the patient's right to know the name and specialty of the professional.



- The patient has the right to be protected from their secrets, with the maintenance of professional secrecy, as long as it does not entail risks to third parties or public health. The patient's secrets correspond to everything that, even unknown by the patient, can be accessed by the health professional through the information contained in the medical record;
- Require the hospital to comply with hospital infection prevention and control standards, such as that all healthcare professionals wash their hands before examining the patient or providing care.
- Receive clear, detailed, and adequate explanations for the understanding of any and all procedures performed (care, exams, surgeries, etc.), as well as the purpose of eventual collection of material for analysis.
- To access medical records, according to current laws, please contact the reception of the hospitals of Fundação São Francisco Xavier.
- Keep your privacy when cared for in bed, in the environment where you are hospitalized, or in the environment where you wait for care.
- Be identified and addressed by your first and last name or social/affective name, in this case, when requested.
- Have access to detailed accounts regarding the

expenses of your treatment, exams, medication, hospitalization, and other medical procedures.

- Refuse treatment, participate in decisions related to your treatment, as long as it does not include the requirement for inappropriate, unnecessary, or scientifically unproven treatments. In case of risk to life, it is up to the physician to decide which procedures will be adopted.
- Receive or refuse social and religious assistance.
- All blood components used in the hospital are obtained through voluntary blood donation, according to the technical standards of the Ministry of Health. The patient has the right to receive blood from voluntary donation, obtain information about the serological tests performed, and traceability data of the process.
- Receive information about the medicines you will be given.
- It is the right of the newborn to be identified by recording his or her footprint and the mother's fingerprint.
- It is the parturient's right to have a declaration of birth with complications in the childbirth and development of the newborn.
- It is the right of the parturient to be in a rooming-in,

which is the permanence of the mother and baby together in the same hospital room after delivery. If the newborn needs special care in the Intermediate or Neonatal ICU, the mother is encouraged to monitor the work with the baby in these units daily.

- Patients over 60 years old, under 18 years old, and parturients are entitled to a full-time companion, following the Elderly and Child and Adolescent statutes.
- The insured patient is entitled to a companion, as long as provided for in the contract, both in consultations and hospitalizations.
- All patients have the right to visit, as long as institutional rules regarding time and conduct are respected.
- In case of childbirth, the parturient may request the presence of the baby's father or another companion of her choice.
- It is the right of underage patients, in cases of suspicion or confirmation of mistreatment against the child or adolescent, to have their case referred to and assisted by the Guardianship Council. In cases of violence involving adults or the elderly, social assistance should be contacted.
- The patient has the right to a dignified and serene death, and he can choose himself (as long as he is lucid) or the person legally responsible for another location

or type of clinical follow-up, for wanting or not use treatments to prolong life, as long as ethical and legal principles are observed.

- Family members and legal guardians have the right to be notified immediately after death.
- The patient has the right to don't be an organ donor without his legal guardian's prior authorization.
- The patient is entitled to receive prescriptions and other post-discharge guidelines clearly and legibly, without codes or abbreviations.
- The patient has the right to have his image and identity ensured. Disclosure and images of the patient are not allowed, except when expressly authorized.
- The patient/companion has the right to submit feedback with their perception of the care/attention received. The São Francisco Xavier Foundation provides the following official channels for feedback:

Phone Center: +55 31 3829-9000

Call Center for Usisaúde clients: 0800 283 0040

Contact Us: <https://www.fsfx.com.br/contato/>

PATIENTS' RESPONSABILITIES

Just like in any relationship, patients have certain responsibilities in addition to their rights when it comes to the Hospital and its staff, such as:

- Informing the responsible healthcare professionals about any unexpected changes in their health condition.
- Provide accurate and complete information about your medical history, previous illnesses, past medical procedures, and other health-related issues. If the patient is unable to provide information, it should be provided by their guardian or responsible party.
- Being responsible for all expenses during their hospitalization or outpatient care, dealing directly with their health plan, insurer, or company in case of disputes or disagreements, and releasing the Hospital from any liability.
- Taking care of the hospital facilities and equipment provided for their comfort and treatment.
- Following the recommended instructions of the healthcare team, and taking responsibility for the refusal of treatment and its consequences.
- Notifying the Hospital and their physician about any unexpected changes in the coverage of their health plan, insurer, or company, as well as other restrictions. The patient should inform the financial responsible party for their hospital treatment and update the Hospital about any changes in this designation.

The Patients and Family Rights Policy at the Hospitals of the São Francisco Xavier Foundation is protected by various legislations and documents: Federal Constitution, Civil Code, Penal Code, Consumer Protection Code, Statute of the Elderly, Statute of Children and Adolescents, Law 9.656/98 (health plans), Medical Code of Ethics, Resolutions of the Federal Medical Council, Universal Declaration of Human Rights, and other relevant norms.

PATIENT DATA PRIVACY

We aim to provide clear and concise information on how we collect and process patients' personal data in accordance with the General Data Protection Law (Law No. 13,709/2018).

If you have any questions or would like to discuss any matters related to your data, feel free to reach out to our team through the following channel: dpo@fsfx.com.br



1. WHAT DATA DO WE COLLECT AND WHEN DO WE COLLECT IT

During the execution of our activities, FSFX processes your personal data with the aim of facilitating our services. Depending on the activity being performed, we may collect the following data: full name, CPF (tax identification number), RG (identification card), date of birth, your income (exclusively for social assistance support), address with ZIP code, phone numbers, email, payment information, information about relatives provided by you, health information, data about biological conditions, sexual identification, and other data that may be necessary depending on the specific case. We may use your data for the following purposes:

- Procedures related to the execution of healthcare services, such as medical treatment, recording information in your medical records, acquisition and administration of medications and necessary items for your care, urgent/emergency care,

transportation to healthcare facilities, conducting medical tests, and more;

- Activities related to the execution of your contract with us or our contract with your health plan provider, such as billing and collections;
- Contacting you or your legal representatives;
- Storing, collecting information, and using it for legal defenses;
- Compliance with obligations imposed by laws or other regulations;
- Inclusion of the patient in social assistance programs;
- Educational monitoring in the case of school-age patients.

Whenever we deem it necessary, we will request your consent, and we will ensure that you are free to refuse or withdraw your consent without any hindrance. If you have any questions or would like more information about the data we use or the processes your data is involved in, feel free to inquire through the data subject's service portal, which you can find on our website: <https://fsfx.com.br/a-fundacao/privacidade/>

2. WHO IS RESPONSIBLE FOR MY DATA?

Depending on the specific case, FSFX will be considered the Controller of these data. This means that we use your personal data to provide the necessary functionalities for the exercise of our activities and are responsible for the care of this information.

There are also cases where FSFX may be considered a Processor of the data. This means that we process personal data on behalf of another institution, such as when we send information to your Health Plan Operator. In these cases, the other institution is the Controller of your data and therefore responsible for them.

If you have any doubts about who is responsible for your data in a specific case, we will be happy to inform you. Please contact us via dpo@fsfx.com.br.

3. SHARING OF YOUR DATA

We may share your personal data in the following scenarios:

- With competent judicial, administrative, or governmental authorities whenever there is a legal requirement, request, or court order;
- Automatically, in the event of a change in our corporate structure, such as mergers, acquisitions, or incorporations;
- With partner service providers responsible for the administration, storage, and security of this data;
- With your Health Plan Operator for billing our services.

By sharing your data with our partners as described above, your data might be transferred to servers located outside of the country (cloud computing). In these cases, whenever FSFX is the Controller, we take care to ensure that your data is secure, either through contractual guarantees offered by our partners or through legally recognized adequate regulations.

4. DATA RETENTION

We may retain your data in the following cases:

- While they are necessary to fulfill the purposes described above;

- As long as a legal or regulatory obligation requires us to keep the data;
- For the legal period during which claims against or by FSFX may be brought.

If any of the above cases no longer justify retaining this data, we will completely delete or modify it so that we and our partners cannot identify you as the data subject.

5. USE OF DATA FOR RESEARCH

FSFX is known for being a pioneering institution in health innovation. As such, we are enthusiastic about conducting research within our fields of expertise to make our treatments more effective and increase the chances of cure for our patients.

Whenever we conduct research, we prioritize the use of information that cannot identify the patients involved, and we take care to share this information only with partners who can also ensure the impossibility of any identification.

If your identification is essential for the success of a clinical research, we will personally invite you and provide all necessary clarifications before proceeding. If, even then, you are not interested in participating, your decision will have no impact on our relationship.

6. DATA SECURITY

We at FSFX ensure that we handle your data with adequate technical and operational measures. We also hold our partners to the same standard of excellence. However, it's important to note that no system is completely secure. Therefore, if you become aware of any event that might jeopardize data shared with FSFX, please contact us at dpo@fsfx.com.br.

You should also know that ensuring the security of your data is also your responsibility. Hence, we recommend that you always follow these precautions:

- Use secure equipment, connections, web browsers, operating systems, and updated antivirus software;

- Do not share data sent to FSFX with organizations you don't fully trust. Remember that we will never request additional data outside of our official contact channels;
- If you communicate with us via email, pay attention to the web domain used (the part that comes after the "@" symbol). FSFX exclusively uses the following addresses: @fsfx.com.br;
- Keep your personal information up to date with us, as it will be necessary to confirm your identity if you request remote information or documents or in any situation where contact with you is needed.

7. YOUR RIGHTS

You have the following rights in relation to your personal data:

- Confirm the existence of data processing and request a copy of your personal data stored in our database;
- Request correction of your data if it is inaccurate or outdated;
- Request the deletion of your personal data whenever possible;
- Request anonymization, blocking, or deletion of

- excessive data or data processed against the law;
- Request portability to other similar product and service providers, as regulated by the relevant authority;
- Deletion of data processed based on your consent, within the limits of the Law;
- Withdraw your consent for personal data processing at any time, being informed of the consequences.

In some cases, some of these rights may not be exercisable or may only be partially exercised due to legal obligations of FSFX or in cases where FSFX has the right to keep the data. In these cases, we ensure that access and use of such data will be restricted exclusively to those purposes.

8. CHANGES TO THIS DOCUMENT

This document may undergo changes, so we recommend that you access this document whenever you use our services. You can also find this document in the inpatient units with the team providing your care.

If your consent becomes necessary, we will contact you to obtain it before using your data. Please be attentive to the contact channels provided by FSFX, as we will not be able to use your data for your benefit until your consent is duly confirmed.

9. APPLICABLE LAW AND JURISDICTION

Whenever the law allows, the applicable law to this Privacy Policy will be the laws of the Federative Republic of Brazil. The venue for discussing any issues arising from this document will be the jurisdiction of Ipatinga - MG, to the detriment of any other jurisdiction, however privileged it may be.

10. QUESTIONS AND CLARIFICATIONS

Even after carefully reading this document, if you still have questions about the privacy of your data or need further clarification, we are available through the email dpo@fsfx.com.br.



BEWARE OF SCAMS

We alert patients and companions about illegal activities that are occurring in major hospitals across the country, widely reported in the press.

It works like this: scammers call the patient's room extension or the home or mobile phone of a relative and demand fees for hospital services, impersonating doctors or other hospital representatives. They request that a deposit of the requested amount be made into a fake account.

We advise everyone that in cases of suspicion, they should immediately contact the hospital's healthcare team or the corporate security team, even if the requested payment has not been made.

The São Francisco Xavier Foundation (FSFX) does not disclose any information about the patient's health condition or procedures over the phone. Only in person.







REMEMBER:

Many undesirable situations can be avoided if safety measures are adopted by everyone.

HELP US TAKE CARE OF YOU!



FSFX FUNDAÇÃO
SÃO FRANCISCO
XAVIER



@fsfxoficial



Fundação São Francisco Xavier



www.fsfx.com.br