



Guidelines for **PATIENTS AND COMPANIONS**

Find out how you can contribute to patient
safety in the Maternal-Child and Pediatric units
of São Francisco Xavier Foundation.

PATIENT SAFETY CULTURE

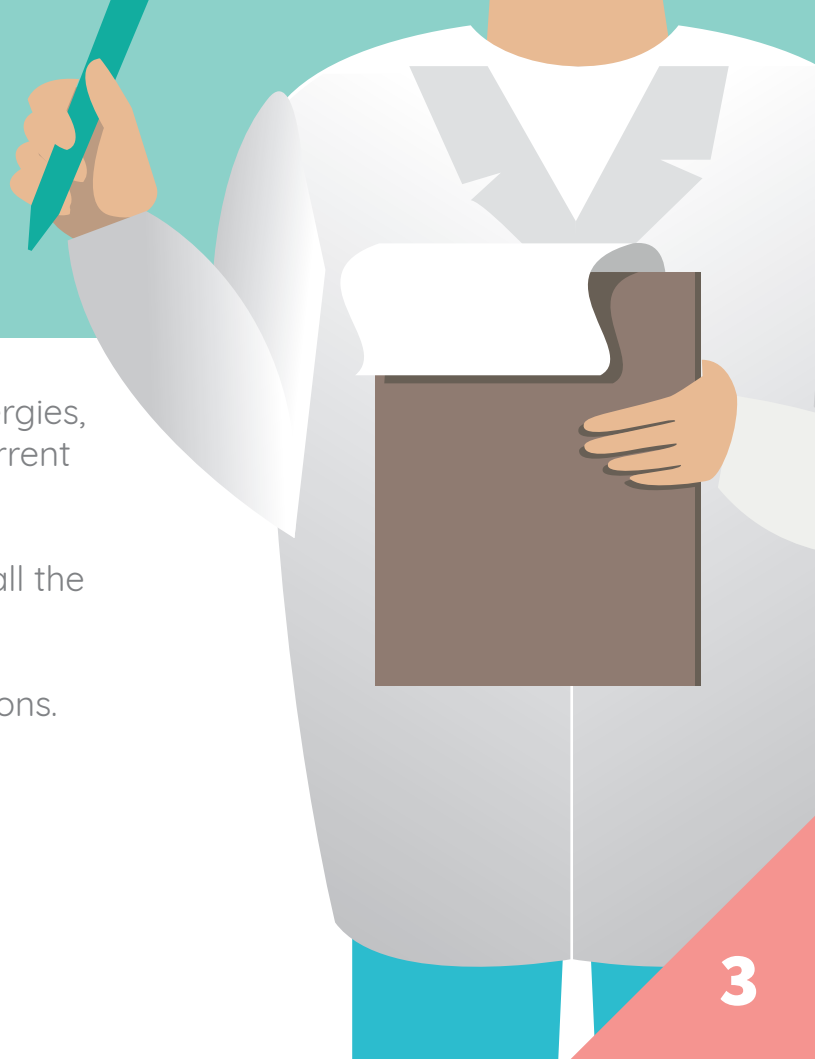
São Francisco Xavier Foundation aims to restore patient's health satisfactorily and in due time through a set of values, attitudes, skills and behaviors that determine the commitment to health management. It also acts with maximum care, dedication, ethics and safety including care for accident/adverse events prevention.

For this reason, some important initiatives are adopted and you can help us avoid unwanted situations.



HOW TO PROTECT THE PATIENT?

- Provide important information such as allergies, pre-existing diseases and medications in current use.
- Interact with the professionals and follow all the given instructions.
- See below some important recommendations.



HOW YOU CAN HELP IDENTIFY THE PATIENT

- Check if the information is correct on the patient's and on your own identification bracelet.
- Keep on the bracelet and the identification tag until the end of service or hospital discharge. In case of loss or damage ask the team for a new identification as soon as possible.
- Make sure that the care team checked the patient's identification before all procedures, administration of medication, blood bags, serum and laboratory exams. Also make sure that the care team performed hands hygiene and provided clear instructions.



HOW YOU CAN COLLABORATE, AS A LEGAL GUARDIAN/COMPANION, IN THE PATIENT 'S IDENTIFICATION

- Keep on the bracelet and the identification tag until the end of service or hospital discharge. In case of loss or damage ask the team for a new identification as soon as possible.
- Check the information contained in statements and terms, medication labels, blood bags, serum and samples for exams.



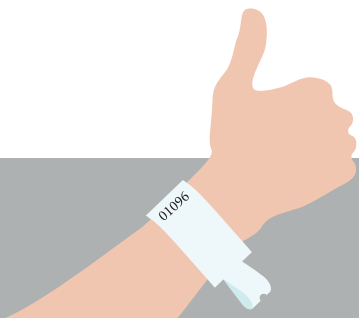
HOW YOU CAN COLLABORATE, AS A LEGAL GUARDIAN/COMPANION, IN THE PATIENT'S IDENTIFICATION

- The nursing team must check the bracelet to be used by the mother and the newborn, together with the companion. The pair of bracelets must have the same serial number, and both must be filled in with the mother's name and the service number. Make sure that the checking is performed at the time of birth and throughout the stay in the hospital.



HOW YOU CAN COLLABORATE, AS A LEGAL GUARDIAN/COMPANION, IN THE PATIENT'S IDENTIFICATION

- Make sure that the care team checked the patient's identification before all procedures, administration of medication, blood bags, serum and laboratory exams. Also make sure that the care team performed hands hygiene and provided clear instructions.
- In the Neonatal Unit, it is impossible for some premature babies to keep the bracelet on their limb. In these cases, the bracelet will be attached to the bed (e. g. incubator) with transparent tape for easy identification.



MEDICATION

- Don't forget to always tell the care team if the patient is using any medication. This will give them the opportunity to give instructions about the maintenance, replacement or suspension of the medication brought from home.

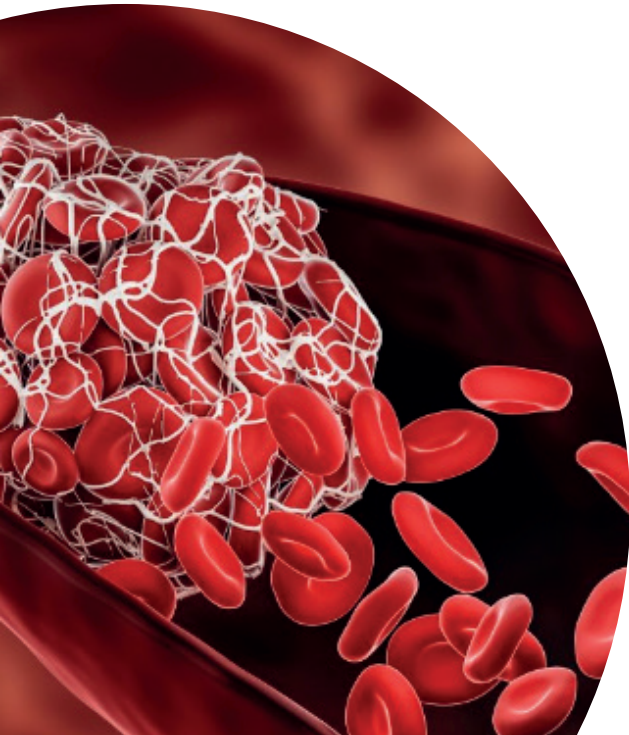
Allergy

Always report to the care team if the patient has any kind of allergy so that he can be identified with:

- Bedside sign.
- Allergy identification bracelet.
- Registration in medical reports.



VENOUS THROMBOEMBOLISM



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

Most commonly, venous thromboembolism occurs in “deep veins” of the legs, thighs or pelvis and is called deep vein thrombosis (DVT). However, a clot can be formed anywhere in the venous system. If the blood clot (or part of it) breaks away from the local where it was formed, it can travel through the venous system, now being called an embolus. If the embolus lodges in the lung, the situation is called a pulmonary embolism: a serious condition that leads to more than 50,000 deaths each year.

CLINICAL CONDITIONS OR MEDICATIONS WITH HIGHER RISK

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

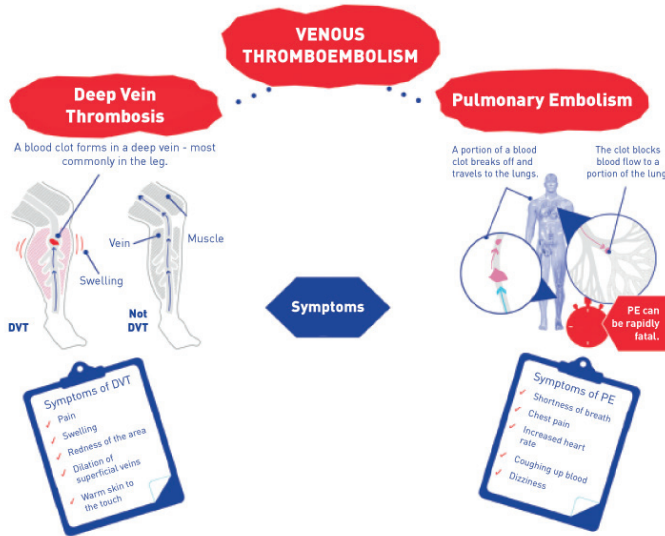
- Cancer.
- Immobilization (e.g., due to hospitalization, bed rest, paralysis, long flights).
- Deep vein thrombosis or previous pulmonary thrombosis.
- Older age, especially over 65 years old.
- Obesity.
- Pregnancy.
- Certain drugs (e.g., birth control pills, hormone replacement therapy, tamoxifen, thalidomide, and erythropoietin).
- Family history.
- Smoking.
- Cardiac insufficiency.
- Kidney problems (such as nephrotic syndrome).

PREVENTION

Preventing a problem is much easier than treating it. Therefore, FSFX recommends some habits that should be part of your routine to prevent DVT.

See below:

- Exercise regularly and control your body weight.
- Avoid smoking. Cigarette components can damage veins and arteries.
- Avoid sitting for long periods. If you have no alternative, try to keep movement of your legs.
- Wear compression stockings, especially if you have varicose veins.
- Avoid stress. Drink plenty of fluids.
- In women with predisposition to DVT, it is recommended to use an IUD (intrauterine device) or birth control pills that contain only progesterone as contraceptive methods.





TERM ON RISK OF VENOUS THROMBOEMBOLISM

I _____

ID no _____

_____ as a () patient () companion of the patient _____

IH _____

identified by the São Francisco Xavier multidisciplinary team as a patient with potential of occurrence of venous thromboembolic event DECLARE that I have received the appropriate guidance and clarifications, in clear and accessible language, regarding how to evaluate potential risk factors for deep vein thrombosis and the provision of preventive measures showed in this material.

Signature of patient/companion



SAFE MEDICATION ADMINISTRATION

Stay alert!

- Every care team member must confirm the patient's identification before administering any medication.
- The nursing professional, the pharmacist or the doctor will inform you which medication is being administered, as well as its indication and interval between doses. It is essential that you clarify your doubts whenever necessary.
- If the patient experiences any discomfort during or after administration of medication, tell the doctor or the nursing staff IMMEDIATELY.
- Be sure you understood all the instructions given to you upon discharge from the hospital. If you have any questions, make sure to clarify them before leaving the hospital.
- Medications brought from home and collected by nursing staff during hospitalization will be returned upon discharge.

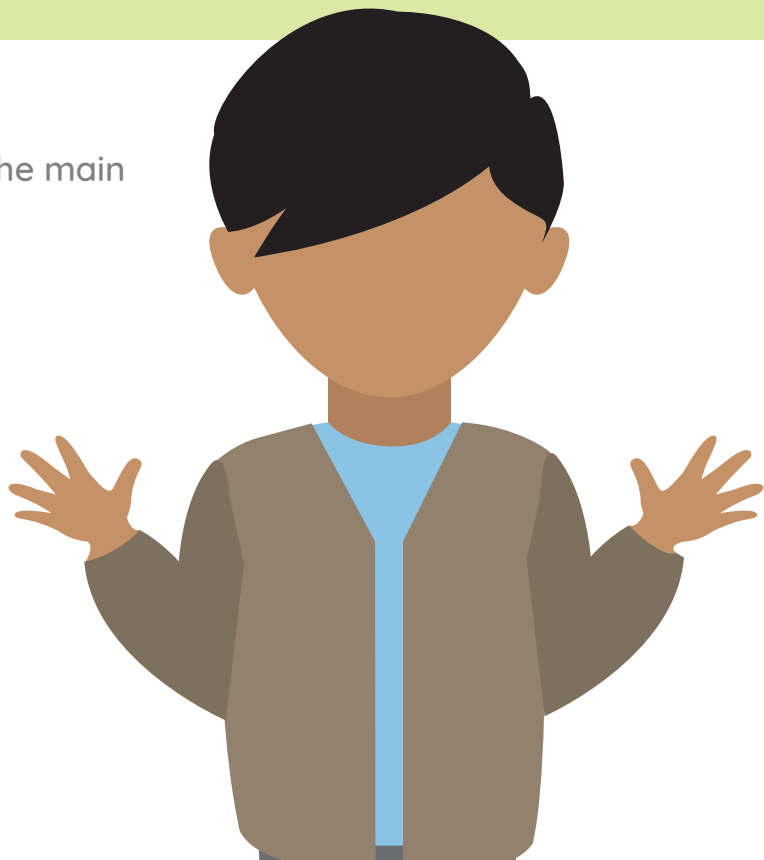


HANDS HYGIENE

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

Therefore, it is important that you know:

- Hands are the main route of transmission of microorganisms during patient care.
- Hand hygiene is the simplest and most important measure to prevent healthcare-associated infections. Follow the step-by-step instructions for correct hand hygiene.



ALCOHOL SANITIZATION



Apply enough alcohol gel to cover all hands surface.



Rub your palms together.



Rub the palm of your right hand against the back of your left hand and vice-versa, interlacing your fingers.



Rub the palms of your hands together with your fingers interlaced.



Rub the back of your fingers of one hand with the palm of the opposite hand holding the fingers, and vice-versa.



Rub your left thumb with the help of your right hand, in circular motion, and vice-versa.



Rub the fingertips and nails of your right hand against the palm of your left hand and vice-versa, in circular motion.



Rub your wrists in circular motion.



Wait for your hands to dry.

SOAP AND WATER SANITIZATION



Apply enough soap to cover all hands surface.



Rub your palms together.



Rub the palm of your right hand against the back of your left hand and vice-versa, interlacing your fingers.



Rub the palms of your hands together with your fingers interlaced.



Rub the back of your fingers of one hand with the palm of the opposite hand holding the fingers, and vice-versa.



Rub your left thumb with the help of your right hand, in circular motion, and vice-versa.



Rub the fingertips and nails of your right hand against the palm of your left hand and vice-versa, in circular motion.



Rub your wrists in circular motion.



Rinse your hands thoroughly.



Wait for your hands to dry.

Your hands will be clean and free of contaminants.

BODY HYGIENE

- **INDEPENDENT PATIENTS:** should take a bath whenever necessary. Do not forget about scalp hygiene.
- **PARTIALLY DEPENDENT PATIENTS:** must take a bath once a day with the help of a properly instructed companion or nursing staff.
- **DEPENDENT/BEDDED PATIENTS:** must receive a bed bath once a day performed by the nurse with the assistance of a companion.
- **POSTPARTUM PATIENTS:** bath performed 6 hours after delivery, with the assistance of nursing staff. After the first bath, the patient may perform body hygiene with the assistance of a companion.
- **PREGNANT PATIENTS:** should take a bath once a day or whenever necessary.
- **PREGNANT PATIENTS ON ABSOLUTE REST:** must receive a bed bath once a day performed by the nurse staff.
- **NEWBORN BATH:** the first bath will be performed in the shared accommodation, by the nursing staff, at least 6 hours after birth.





OBSERVATION:

- In intensive care, bathing will be performed according to the patient's clinical condition and in the hospitalization unit with schedule defined by the care team.
- Bed sheets will be changed on alternate days or if it is dirty or requested by the patient or Family member. Contact the nursing staff to request it if necessary.

ORAL HYGIENE



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

Bacterial plaque acts as a reservoir for the colonization of respiratory bacteria. The microorganisms released in saliva, as well as aspirated and lodged in the lungs.

THERE ARE SEVERAL CONDITIONS CAUSED BY MICROORGANISMS:

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

Oral hygiene must be performed after every meal. Dentures (full or partial) should be cleaned after every meal, brushing it inside and out.

GUIDELINES FOR CORRECTLY PERFORMING THE PATIENT'S ORAL HYGIENE.

Cleaning the inside of the mouth:



Soft or children's brush



Gloved finger + gauze or spatula + gauze

Clean the tongue, the roof of the mouth, the inside of the cheeks, the gums and the teeth (if any). Don't forget to remove any excess liquid from the gauze.

- Remove the dentures to sleep and store them in a damp container.
- Clean the dentures after meals.
- Use a mouthwash or 0, 12% aqueous chlorhexidine.
- Perform oral hygiene 3 times a day.
- Moisten the lips and oral cavity with water whenever necessary, using gauze (remove any liquid excess).

Don't forget! If the patient is being fed orally, perform oral hygiene after every meal. If the patient is not being fed orally, oral hygiene should be performed at least three times a day. If the patient is conscious and does not have a toothbrush, offer gauze on a finger for oral hygiene. In case of an unconscious patient, the healthcare professional should follow the institutional protocol.

FALLS

Falls are events that can cause various harms to patients. Some people have higher probability or risk of falling due to age, mobility difficulties or because they are under the influence of medication. For these reasons, fall prevention measures must be followed and you can help us.

GUIDELINES FOR PREVENTING FALLING IN THE HOSPITAL.

Always pay attention to the recommendations from the professional taking care of the patient, such as:

- Patients should avoid walking alone and always ask for help from a companion/healthcare professional.
- The patient should get up slowly from the bed, always with help from a companion/healthcare professional. The patient should sit down first, wait a few minutes and the companion/professional should ensure the lighting is proper.



GUIDELINES FOR PREVENTING FALLING IN THE HOSPITAL

- The nursing staff performs a daily fall risk assessment. Identification with a purple bracelet will be done according to age and risk classification.
- The 2-step ladder should be kept next to the patient's bed/stretcher. The patient should use it to descend with the help of the companion/professional, if necessary.
- The patient must wear shoes with non-slip soles.
- Keep the bell and personal items, such as cell phone, watch, and others close to the bed.
- After a natural birth, walking around the obstetrics center is discouraged due to the risk of fainting that may be caused by hypotension or weakness of the mother.
- Six hours after giving birth, patients are instructed on how to walk, with the help of the companion/professional, if there is no contraindication.



GUIDELINES FOR PREVENTING FALLING IN THE HOSPITAL

- Keep the patient's bed in the low position, the rails raised and the wheels locked.
- The companion should always keep close to the patient. If you need to be absent, inform the nursing staff.
- Use the grab bars inside the bathroom located near the toilet and inside the shower.
- Patients with medium/high risk of falling must be transported in a wheel chair or stretcher.



GUIDELINES FOR PREVENTING FALLING IN THE HOSPITAL

- Be careful with wet floors. Ask for the cleaning team whenever you identify a risk of falling.
- In the Obstetrics Center, the baby may only be transported with the mother, on a transport stretcher with raised protective rails, a transport incubator or a mobile crib, and always accompanied by the nursing staff.
- The companion must pay special attention to newborns in incubators. Keep the door and hatches properly closed, carefully checking that both are locked. If you have any questions regarding the operation, contact the nursing team for guidance.
- Do not carry the newborn in your arms down the hallway; do it always in a mobile crib. The newborn will be transported to examinations and upon discharge from the hospital in a regular crib or transport incubator.
- Infants should be transported in a crib or on the lap of a companion in a wheelchair, according to the nursing assessment.

**PAY EXTRA
ATTENTION
WITH
CHILDREN.**



Children must always be accompanied by an adult.

...

Keep bed/crib rails also raised and locked. Children should not stand on beds/cribs.

...

Do not sleep with a child on your lap or in a bed, to avoid falling or suffocation.

...

Be careful when holding your baby! Falls from the lap are the most common occurrence in children under 1 year of age.

...

In case of weakness or drowsiness, ask for the help of a companion to support the child.

FACTORS THAT INCREASE THE RISK OF FALLING

- **Age range:** children under 5 years old and elderly people over 65 years old.
- **Psychocognitives:** dementia, depression, anxiety and mental confusion.
- **Health conditions and presence of chronic diseases:** stroke, postural hypotension, dizziness, urinary incontinence or urgency, among others.
- **Functionality:** difficulty in carrying out activities of daily life, need for a walking aid (e.g. walker, crutch, cane), muscle weakness, joint problems and deformities in the lower limbs.
- **Sensory impairment:** vision, hearing or touch.
- **Body balance:** altered march.
- **Use of medications such as sedatives, antihypertensive, hypoglycemic agents, chemotherapy agents.**
 - Obesity.
 - Previous history of falls.
 - Lack of guidance on the risk of falling.
 - Patients in immediate post-surgical situation.

TERM ON RISK OF FALLING

I _____

ID no _____

as a () patient () companion of the patient _____

IH _____

identified by the São Francisco Xavier multidisciplinary team as a patient with risk of falling (medium or high) DECLARE that I have received the appropriate guidance and clarifications, in clear and accessible language, regarding how to evaluate potential risk factors of falling and the provision of preventive measures showed in this material.

Signature of patient/companion



SURGERY



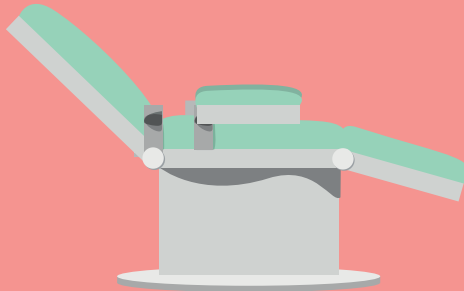
It is important to provide guidance to patients so that the surgical procedure can be performed safely.

WHAT SHOULD YOU DO?



On the day of the surgery, bring all documents and exams related to the surgical procedure. Don't forget to present a personal ID with an up-to-date photo.

It is important to perform body and oral hygiene of the patient previous to the surgical procedure. Ask for help if necessary. Pay attention to the instructions you will receive from your surgeon about the surgical options available for treatment, the risks, the benefits and possible complications.



Also pay attention to the instructions you will receive from your anesthesiologist, about the anesthetic procedure, the risks, the benefits, fasting, post-surgery pain control and possible complications.

TELL YOUR DOCTOR ABOUT ALLERGIES AND OTHER HEALTH CONDITIONS.

Please read the Consent Form for Surgery and Anesthesia carefully before signing it. If you don't understand any information, ask your doctor!



IMPORTANT: When a patient is about to undergo a surgical procedure, upon admission to the surgical center, healthcare staff will use a bracelet to identify the side and area of the patient's body where the intervention will be performed and confirm the locations with the doctor and the patient's medical records. This procedure is called "marking of laterality".

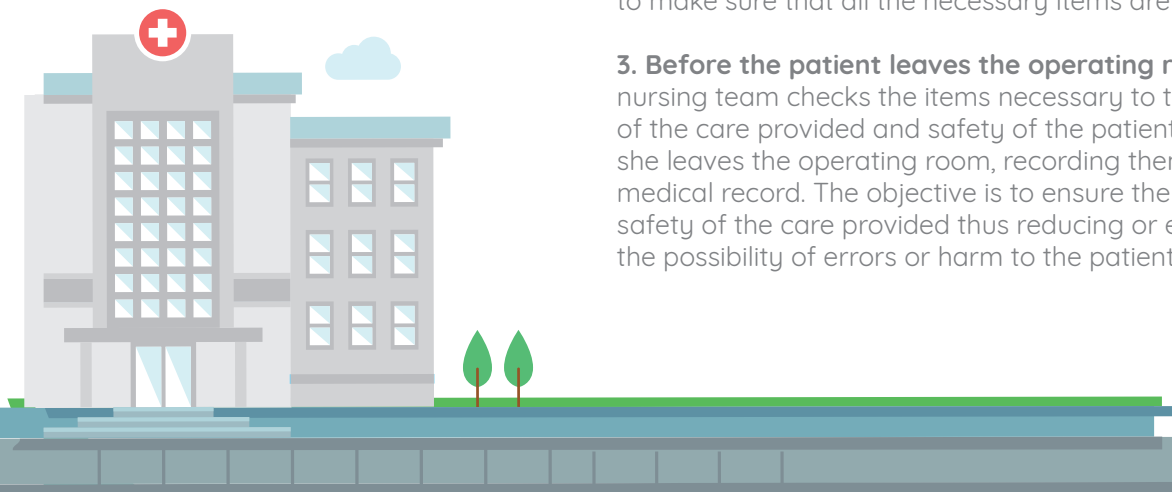
SURGICAL PROTOCOL



All documents relevant to the surgical procedure (such as Consent form, Blood Transfusion form, Antibiotic Prophylaxis, Thromboembolism, Pre-anesthetic and Pre-operative Assessment) as well as exams relevant to the surgery will be checked at the reception, before the patient is sent to the Surgical Center. In the Center, safety checks will be carried out before, during and after the surgical procedure.

SAFE SURGERY PROTOCOL

This Hospital follows the recommendations of the World Health Organization, applying the safe surgery protocol. Each step is conducted by a health care professional whom is responsible for checking that the team has completed their tasks before proceeding to the next step, which are:



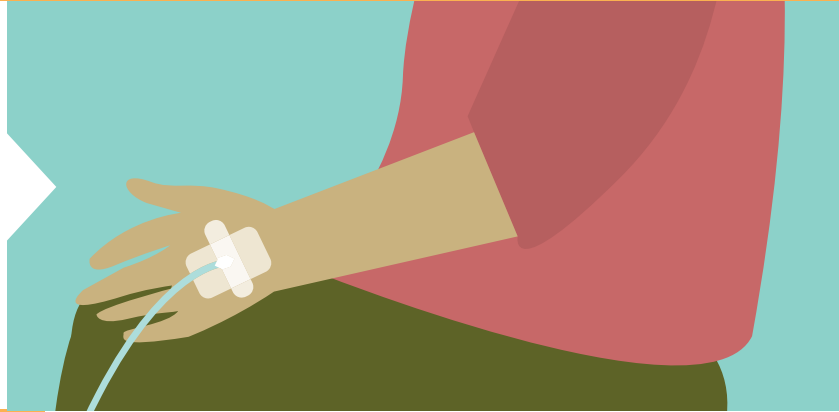
1. Before the beginning of anesthesia: verification of items essential to ensure the patient's safety, done by the nursing team upon admission of the patient to the Surgical Center.

2. Before the skin incision: this step is carried out by the nursing team along with the medical team. They will pause tight before the anesthetic induction and the skin incision to make sure that all the necessary items are available.

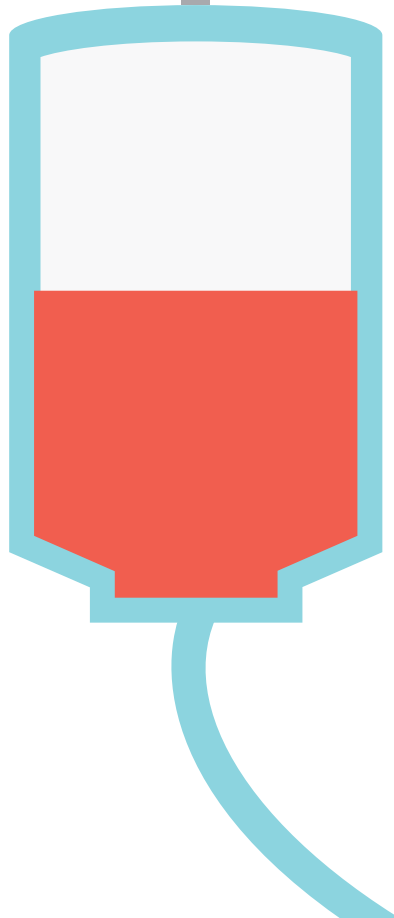
3. Before the patient leaves the operating room: the nursing team checks the items necessary to the continuity of the care provided and safety of the patient before he/she leaves the operating room, recording them in the medical record. The objective is to ensure the quality and safety of the care provided thus reducing or eliminating the possibility of errors or harm to the patient.

CATHETERS AND PROBES

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



Probes are devices used to drain fluids or secretions, administer diet, water and medications.



These devices help in the treatment of the patient and, therefore, must be taken care of and handled appropriately, as they can become a source of complications (such as infections) and compromise the treatment.

WHAT SHOULD YOU DO?

Check if the professional sanitized immediately before and after handling the device.

- Do not handle the catheter or probe unless you have been instructed to do so by a professional. During your hospitalization period, a professional will perform the necessary care and provide guidance.
- Some of these devices will need to be protected while bathing.
- Participate in confirming the medications and solutions that will be administered, to ensure correct infusion.
- Report to a healthcare professional any signs of loss of fixation, pain or discomfort at or near the device's insertion site.
- Be careful with the devices while moving the patient. They must be well secured to avoid accidental loss or falls.
- Some patients are monitored and require specific equipment during hospitalization, such as infusion pumps, respirators, and phototherapy devices, among others, which only the healthcare team is allowed to handle.

SKIN LESIONS

WHAT YOU SHOULD DO

- Change the patient's position whenever possible. Ask the nursing staff to help you reposition the patient every two hours in bed or every hour in a chair. Check the patient's condition and tolerance in advance.
- Ask the health care team about the options the Hospital offers to protect the patient's skin, preventing wound formation.



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 |



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 |



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 |



- Follow the professional team's guidelines regarding restrictions for patients in isolation.
- Use Personal Protection Equipment (PPE) as described on the signs.
- Do not touch commonly accessed areas without sanitizing your hands before and after contact with the patient.
- If you identify lack of any hand hygiene product, immediately notify the nursing or the cleaning staff.

- Avoid leaving the patient's room during the isolation period (patients and companions). If you need to leave, remove and discard the PPE before leaving and, upon returning to the room, use new PPE.
- Visiting hours and companions exchanges are reduced.

IF YOU ARE ACCOMPANYING A PATIENT IN ISOLATION, YOU SHOULD BE EVEN MORE CAREFUL. HERE ARE SOME PIECES OF INFORMATION:

- Hospital isolation is a set of technical measures to form an aseptic barrier aiming to prevent the spread of infectious agents from one patient to another, to employees, visitors and environment.



What is 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?

- These are the measures that all professional, visitors and companions must adopt when carrying out any procedure or assessment on a patient as a precaution against contact: always sanitizing hands with soap and water or alcohol gel and using the PPE available.

PATIENTS IN CONTACT ISOLATION

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

- Companions of patients in isolation must assist exclusively the patient they are accompanying.
- Always wash your hands or use 70% alcohol gel when entering/leaving the room and when handling the patient.
- Wear a gown and gloves whenever you have contact with the patient or their care unit.
- Avoid walking through the hospital corridors.
- Do not leave the room wearing a coat or gloves (remove them before leaving and dispose of them in a trash) wash your hands with soap and water and/or use alcohol gel.
- Report to the team any materials such as coats, gloves and alcohol that are running low so that they can be replaced as soon as possible.
- Review this information daily while changing companions (use this material as a source of information).
- If you have any questions, the health care team is available to provide clarification. We count on your support.

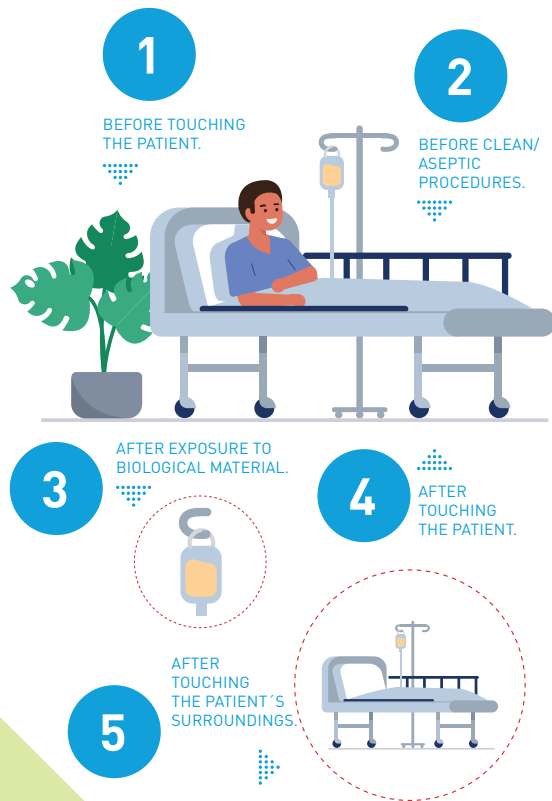
Patients transferred from other hospital may require the collection of surveillance swabs. They will also be identified with a contact isolation sign.

If the result of the surveillance swab is positive, the patient will be transferred to an isolation bed with a red sign described as MDR.

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



THE 5 MOMENTS FOR HAND HYGIENE



IMPORTANT GUIDELINES:

I have multi-resistant bacteria. What now?

This doesn't mean you have an infection with those bacteria. It may just be living on your skin or in your intestines without causing you any harm. In this case, the use of antibiotics is not necessary. And even if it is causing an infection, it doesn't mean there is no treatment. However, those who have an infection with this kind of bacteria need extra care and treatment with special antibiotics. The healthcare team will be able to provide you with further information.

What about when I go home?

At first, no special care will be necessary. When you return home, as time passes and your immunity improves, your bacterial flora will return to normal, back to what it was before the infection. Maintain general hygiene care and be extra careful specially when you're around people with health problems.

GUIDELINES FOR VISITORS AND COMPANIONS



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

- It is mandatory to show an identification document with an updated photo (such as ID card, driver's license or work card).
- Companions under the age of 18 are not allowed and it is not advisable for those over the age of 65, since all companions must be absolutely capable. Children under the age of 12 may only visit with the authorization of the supervisor and accompanied by a guardian.

GUIDELINES FOR VISITORS AND COMPANIONS

- It is mandatory to wash your hands before and after touching the patient, removing rings, bracelets and watches.
- Newborns who need to accompany their mothers to an emergency consultation at the Obstetrics Center must receive an identification tag at the reception desk, after checking their birth certificate of Live Birth Declaration (LBD), and wear it until leaving the hospital.
- The institution is not responsible for the loss or misplacement of personal items. Bags or any other kind of personal items must be stored in the places indicated by the healthcare team (under the full responsibility of the owner). We recommend bringing the minimum number of objects to the institution.
- We recommend that you wear appropriate clothing to the hospital environment (e.g.: knee-length trousers, dresses and shorts, and closed shoes).
- Exit from the unity must be done through the same reception as entry, and the identification tag must be returned.
- It is not allowed to enter other rooms and care sectors without proper authorization.
- It is not allowed to provide any medication to the patient without a doctor or nursing team authorization.
- Visits are not allowed in the Emergency Room.

VISITING RESTRICTIONS



- If you're sick avoid visiting the patient.
- If you have a cold or flu-like symptoms, for the safety of your child/patient, do not come to visit him/her. Adults with a cold or flu, which usually present it as a mild infection, can transmit the same virus to newborns or children under 1 year old, and they can develop a serious illness named acute viral bronchiolitis.
- Keep in mind that is often difficult for parents to distinguish the initial symptoms of a viral infection from allergies (rhinitis, among others). Therefore, if parents show these symptoms, they should not accompany their newborn until the presence of a viral infection has been ruled out.
- Smoking is not allowed in the hospital's premises. (Law 12.546/2011).

TO ENTER THE NEONATAL UNIT

Important information about care while monitoring and visiting your child in the Neonatal Unit.

The child does not have yet effective defenses against infections. To avoid contaminations, we should take some precautions:

- Keep your nails trimmed.
- Remove rings, wedding rings, bracelets and watches before entering the Unit.
- Wash your hands and forearms thoroughly with water and soap and rub them with alcohol gel before entering the Unit, following the instructions posted on the sign above the sink.



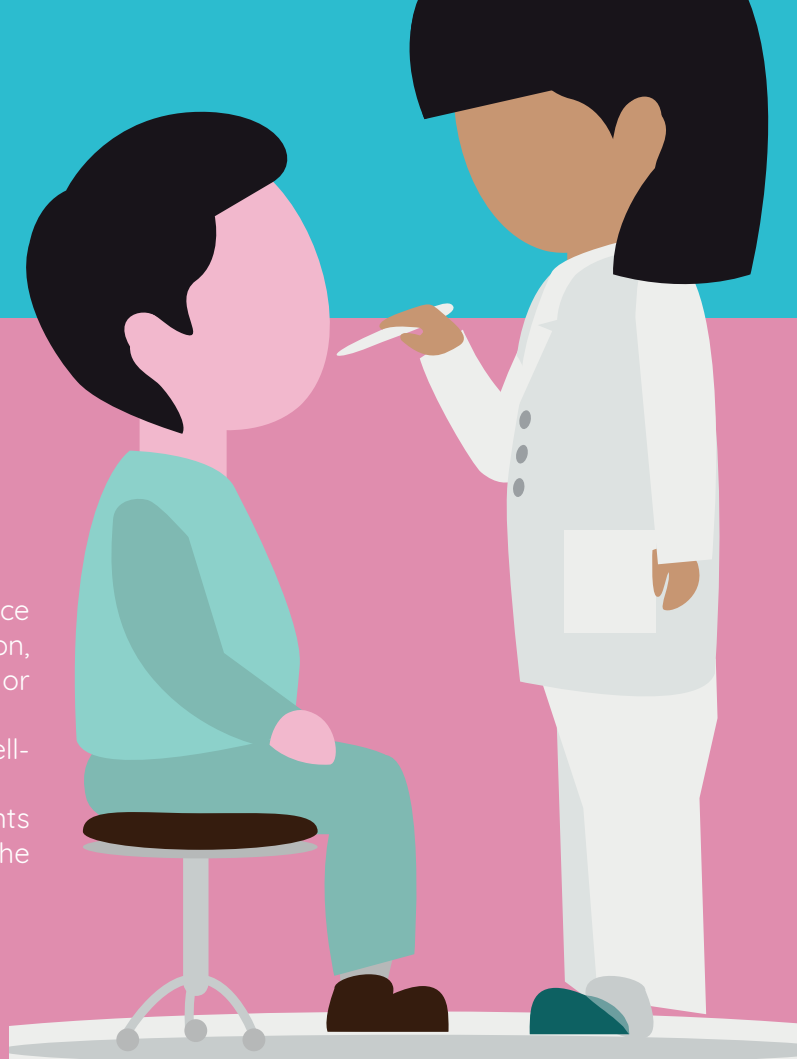


- The use of cell phones and other electronic devices is not allowed in the Unit.
- Filming and taking photographs is not allowed.
- Hair must be tied up.
- Fathers are not allowed to enter the breastfeeding room on the Unit while the mothers are breastfeeding; they must wait in the reception.
- **“Sshhh Moment” in the Neonatal Unit:** means that the environment must be calm and noise-free, keeping the light low and the child quiet, avoiding excess manipulation. The activity times are standardized by the Unit.

PATIENTS' RIGHTS

The hospitals of the São Francisco Xavier Foundation uphold ethics and respect for the human beings as values that are part of the care provided on a daily basis. Therefore, it also upholds the rights of the patients, which everyone should be aware of, such as:

- Receive dignified, humanized, safe care, without prejudice based on race, creed, age, gender, sexual orientation, diagnosis or any other kind of prejudice, abuse or embarrassment.
- Having care capable of ensuring your comfort and well-being.
- Identification of the healthcare professionals. The patients have the right to know the names and specialties of the professionals taking care of them.



- The patient has the right to have his/her secrets protected with the maintenance of professional secrecy, as long as it does not pose a risk to third parties or public health. The patient's secrets correspond to everything that can be accessed by the healthcare professional through information contained in the medical record (even if unknown to the patient).
- Require the hospital to comply with hospital infection prevention and control standards, such as requiring all healthcare professionals to wash their hands before examining or providing care to the patients.
- Receiving clear, detailed and adequate explanations for understanding each and every procedure performed (care, examinations, surgeries, etc.) as well as the purpose of any collection of samples for analysis.
- o access your medical records, in accordance with the current laws, go to the reception desk of the São Francisco Xavier Foundation hospitals.
- Maintaining your privacy while being treated in bed, in the area where you are hospitalized as well as in the area where you are waiting for care.
- To be identified and addressed by your first and last name or social/affective name (when requested).
- o have access to detailed accounts regarding the expenses of your treatment, exams, medications, hospitalization and other medical procedures.

- To refuse treatment, to participate in the decisions related to your treatment, as long as it does not require for inappropriate, unnecessary or unscientifically proven treatments. In the event of a life-threatening situation, it is up to the doctor to decide which procedures will be adopted.
- To receive or to refuse social and religious assistance.
- All blood components used in the hospital are obtained from voluntary blood donations, in accordance to the technical standards of the Ministry of Health. The patient has the right to receive blood from voluntary donations, obtain information regarding to the serological tests performed and process traceability data.
- To receive information about the medications that will be administered.
- It is the right of a newborn to be identified by recording his/her footprint and mother's fingerprint.
- The woman in labor has the right to have a birth certificate with any complications that may have happened during labor and the development of the newborn.

- The mother has the right to be housed together, which is when the mother and the newborn baby stay together in the same hospital room after birth. If the newborn requires special care in the Intermediate or Neonatal Intensive Care Unit, the mother is encouraged to monitor the procedures with the baby on a daily basis.
- Patients over 60 years old, under 18 years old and women in labor have the right to a full-time companion, according to the statutes of the Elderly and of the Children and Adolescents.
- Patients with health insurance have the right to a companion as long as this is provided for in the contract, both during consultations and during hospitalizations.
- All patients have the right to receive visits as long as institutional rules regarding hours and conducts are respected.
- In the event of childbirth, the woman in labor 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 suspected or confirmed abuse against children/adolescents, to have their case referred to and assisted

by the Guardianship Council. In cases of violence involving adults or elderly people, social assistance must be summoned.

- The patient has the right to a dignified and peaceful death, and may choose either himself (as long as he is lucid) or his legal guardian for another location or kind of clinical monitoring, whether or not he wants to 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 refuse to be an organ donor without prior authorization or that of his/her legal guardian.
- The patient has the right to receive prescriptions and other post-discharge instructions in a clear, legible manner, without codes or abbreviations.
- The patient has the right to have his/her image and identity preserved. The disclosure of images of the patients is not permitted, except when authorized.
- The patient/companion has the right to register a complaint with his/her perception about the service/care provided. The São Francisco Xavier Foundation provides the following official channels for registration:
 - Telephone Center: 31 3829-9000
 - Call Center for Usisaúde customers: 0800 283 0040
 - Contact Us: <https://www.fsfx.com.br/conato/>

PATIENT'S RESPONSIBILITY

As in any relationship, the patient, in addition to rights, also has certain responsibilities towards the hospital and its team, such as:

- Report unexpected changes in your health status to the professionals responsible for your care.
- Provide accurate and complete information about your health history, previous illnesses, previous medical procedures and other health-related issues. If the patient is unable to provide this information, it should be provided by the person responsible for the patient.
- Be responsible for any and all expenses during your hospitalization or outpatient care, through disallowance or conflict situations with your health insurance, committing to negotiate directly with them and exempting the hospital from any responsibility.
- Take care of the hospital facilities and equipment made available to you for your comfort and treatment.
- Follow the recommendations of the healthcare team, being responsible for any refused treatment and the consequences.
- Notify the hospital and your doctor about unexpected changes in the coverage of your health insurance as well as other restrictions. The patient must inform the person financially responsible for your treatment, informing the hospital of any changes in this indication.

The Patient and Family Rights policy at the hospitals of the São Francisco Xavier Foundation is protected by some legislation and documents, such as the Federal Constitution, Civil Code, Penal Code, Consumer Protection Code, Elderly Statute, Child and Adolescent Statute, Law 9.656/998 (health insurances), Medical Ethics Code, Resolutions of Federal Medicine Council, Universal Declaration of Human Rights and other standards relevant to the subject.

PRIVACY OF PATIENT DATA

We seek to explain in a clear and objective manner how we collect and process patient's personal data under the terms of the General Personal Data Protection Law (Law number 13.709/2018).

If you have any questions or are interested in talking to us about any issue related to your data, feel free to contact our team through the following channel: dpo@fsfx.com.br.



1. WHICH DATA WE COLLECT AND WHEN WE COLLECT IT.

During the execution of our activities, FSFX processes your personal data, with the objective of making our services viable. Depending on the activity performed, we may collect the following data: full name, CPF, ID, date of birth, your income (exclusively for social assistance support), address with zip code, telephone numbers, e-mail address, payment information, information about relatives provided by you, health information, data on biological conditions, sexual identification, and other data that may be necessary, depending on each specific case.

We may use your data for the following purposes:

- Procedures aimed at performing healthcare services, such as medical care, entering information into your medical records, purchasing and administering medications and other items necessary for your care, transportation to hospital units in case of emergency/urgency, performing tests, among others;
- Activities related to the execution of your contract with us or our contract with your health insurance operator such as billing and collections;

- Contact you or your legal guardians;
 - Storage and collection of information, use of information in legal defenses;
 - Compliance with obligations imposed by laws and other regulations;
 - Inclusion of the patient in social assistance programs;
 - Pedagogical support for school-age patients;
- Whenever we consider it necessary, we will ask for your consent and will take care to ensure that you are free to refuse or withdraw consent without any hindrance.

If you have any questions or would like to receive more information about what data we use, or in which processes your data is involved, feel free to ask us through the data subject 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 each specific case, FSFX will be considered the controller of this data. This means that we use your personal data to provide the functionalities necessary for the exercise of our activities, and we are responsible for the care of this information.

There are also cases in which FSFX may be considered a data operator. 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 will be the controller of your data and, therefore, responsible for it.

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

3. SHARING YOUR DATA.

We may share your personal data in the following circumstances:

- With competent judicial, administrative or governmental authorities, whenever there is a legal determination, request, requisition or court order;
- Automatically, in the event of a change in our corporate structure, such as in the case of a merger, acquisition or incorporation;
- With service provider partners responsible for the administration, storage and security of this data;
- With your health insurance operator, for billing purposes.

It is possible that, when sharing your data with our partners as described above, your data may be transferred to servers outside the country (cloud computing). In such 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 recognized appropriate legislation.

4. DATA STORAGE TIME.

We may keep your data in the following circumstances:

- As long as they are necessary to fulfill the purposes described above;
- For as long as there is a legal or regulatory obligation that requires us to keep the data with us;
- For the legal term of possible filing, lawsuits by or against FSFX;

If any of the above hypotheses no longer justify the maintenance of this data, we will completely delete it or alter it in such a way that is impossible for us and our partners to identify you as the holder of the personal data.

5. USE OF DATA FOR RESEARCH.

FSFX is known for being a pioneering institution in innovation in the health sector, and for this reason we are enthusiastic about carrying out research within our fields of activity, that can make our treatments even more efficient and provide greater chances of cure for our patients.

Whenever we conduct research, we strive to use information that cannot identify the patients involved, and we take care to share this information only with partners who can also guarantee that no identification is possible.

If your identification is essential for the success of a clinical trial, we will personally invite you and provide you with all the information you deem necessary before proceeding. If you are still not interested in participating, your decision will not have any impact on our relationship.

6. SECURITY OF YOUR DATA.

We at FSFX guarantee that we take care of your data through appropriate technical and operational measures and seek the same level of excellence as our partners, but it is important to emphasize that no system is completely secure. Therefore, if you become aware of any event that may put data available to FSFX at risk, please contact us by email at dpo@fsfx.com.br.

It is very important that you know that the security of our data is also your role. Therefore, we recommend that you always take the following precautions:

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

- Do not share data sent to FSFX with other organizations that you do not completely trust. Remember that we will not ask you for any other data outside of our official contact channels.
- If you communicate with us by email, be alert to the web domain used (the address that comes after the @). FSFX use exclusively the following address: “@fsfx.com.br”.
- Keep your personal information updated with us, as it will be essential to confirm your identity if you request any information or document remotely or if we need to contact you.

7. YOUR RIGHTS.

You have the following rights regarding to your data:

- To confirm the existence of treatment and to request a copy of your personal data held in our database.
- To request that your data be corrected if it is inaccurate or out of date.
- To request that your personal data be deleted wherever possible.

- To request the anonymization, blocking or deletion of excessive data or data processed in a way that is contrary to the law.
- To request portability to other suppliers of similar products or services, in accordance with the regulatory body.
- Deletion of processed data based on your consent, within the limits of the law.
- To withdraw any consent for the processing of personal data at any time, being informed of the consequences of it.

There are cases in which some of these rights cannot be executed, or may only be partially executed, due to FSFX’s legal obligation to comply with, or in the event of FSFX’s right to keep the information with us. In these cases, we guarantee that access to and use of such data will be restricted exclusively to such purposes.

There are also cases in which FSFX is not the controller of your personal data and therefore is not responsible for fulfilling your rights.

8. CHANGES TO THIS DOCUMENT.

This document may be subject to alterations, so we recommend that you access this document whenever you use our services. You can find this document in the hospital units with the healthcare team.

If your consent becomes necessary, we will contact you to obtain it before using the data. We recommend that you pay attention to the contact channels provided to FSFX, as in this case we will not be able to use your data for your own benefit until your consent is confirmed.

9. APPLICABLE LAW AND JURISDICTION.

Whenever legally allowed, the laws applicable to this Privacy Policy will be the ones of the Federal Republic of Brazil and the jurisdiction for the discussion of any demands arising from this document will be court of the district of Ipatinga, Minas Gerais, to the detriment of any other however privileged they may be.

10. QUESTIONS AND CLARIFICATIONS.

After carefully reading this document, if you still have any questions about the privacy of your data we are available by e-mail at dpo@fsfx.com.br.



BEWARE OF SCAMS

We warn patients and companions about illegal actions that are taking place in major hospitals in the country, which have been widely reported in the press.

It works like this: scammers call the patient's apartment phone extension or the home or cell phone of a patient's relative and charge fees for hospital services, pretending to be doctors or other hospital representatives. They ask for a deposit of the requested amount into a fake hospital account.

We advise everyone that, in case of any suspicions, please contact immediately the hospital's assistance team or the corporate security team, even if the requested amount has not been paid.

The São Francisco Xavier Foundation does not provide any information about the patient's health status or procedures over the phone. Only in person.



NOTES

Use this space to take notes as you need.

REMEMBER:

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

HELP US TAKE CARE OF YOU!





@fsfxoficial



Fundação São Francisco Xavier



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