



Guidelines for  
**PATIENTS AND  
COMPANIONS**

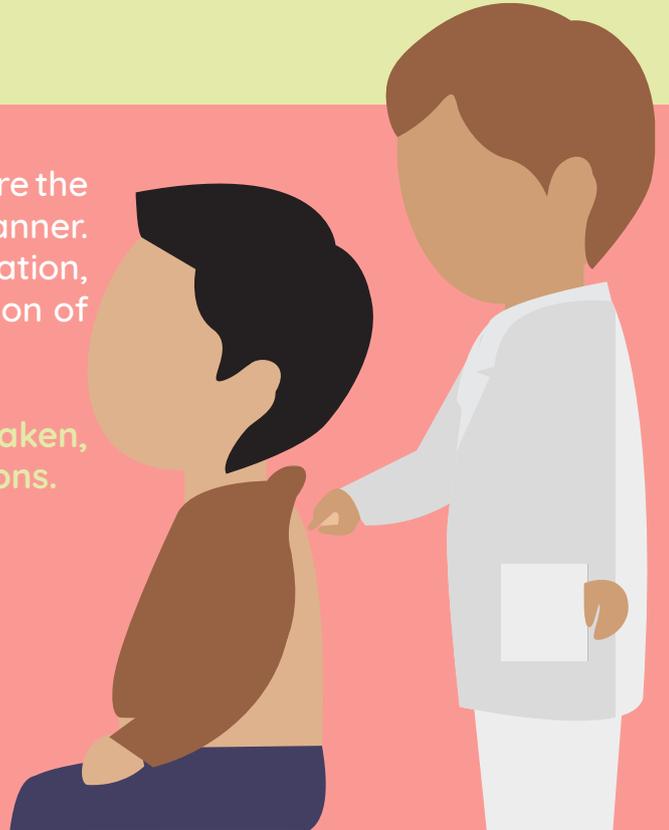


See how you can contribute to patient  
safety in the São Francisco Xavier Foundation's  
Maternal Infant and Pediatric Units

# WHAT IS PATIENT SAFETY?

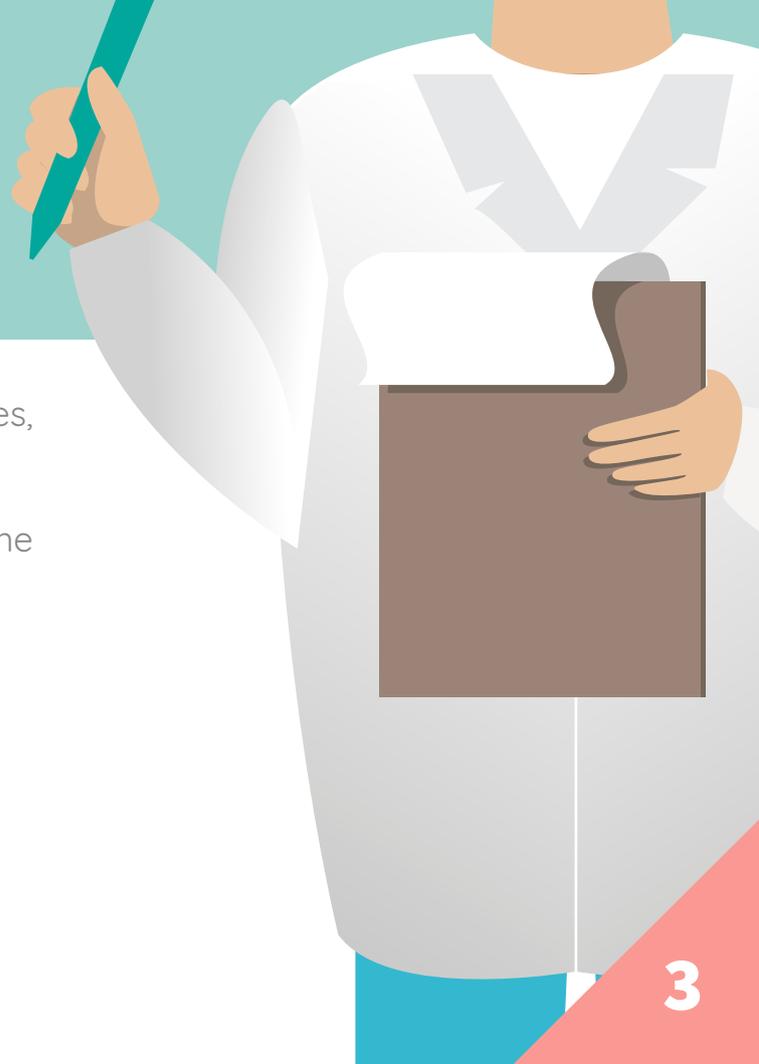
The São Francisco Xavier Foundation aims to restore the health of patients in a satisfactory and timely manner. The foundation acts with the utmost care, dedication, ethics, and safety, including care for the prevention of adverse events.

For this reason, some important initiatives are taken, and you can help us to 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.



# HOW CAN YOU COLLABORATE AS A LEGAL GUARDIAN/COMPANION IN THE IDENTIFICATION OF THE PATIENT

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 CAN YOU COLLABORATE AS A LEGAL GUARDIAN/COMPANION IN THE IDENTIFICATION OF THE PATIENT

- 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.



# HOW CAN YOU COLLABORATE AS A LEGAL GUARDIAN/COMPANION IN THE IDENTIFICATION OF THE PATIENT

- The nursing team must check the wristband to be used by the mother and the newborn, together with the companion. The pair of wristbands contain the same serial number, both of which must be completed with the mother's name and care number. Make sure that the conference is held at birth and throughout the Hospital stay. por la madre y el recién nacido, junto con el acompañante. El par de pulseras contiene el mismo número de serie, y ambos deben ser rellenados con el nombre de la madre y



# HOW CAN YOU COLLABORATE AS A LEGAL GUARDIAN/COMPANION IN THE IDENTIFICATION OF THE PATIENT

el número de atención. Asegúrese de que la conferencia se lleve a cabo en el momento del nacimiento y durante toda la estadía en el Hospital.

- 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.
- In the Neonatal Unit, some premature infants are unable to keep the wristband on their limb. In this way, the wristband is attached to the bed (example: baby incubator) with transparent tape for easy identification



# 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.

An illustration showing a doctor with brown hair, wearing a white lab coat, holding a clipboard and a yellow pencil. He is facing a patient with dark hair in a bun, wearing an orange top. They are standing against a light pink background.

## 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

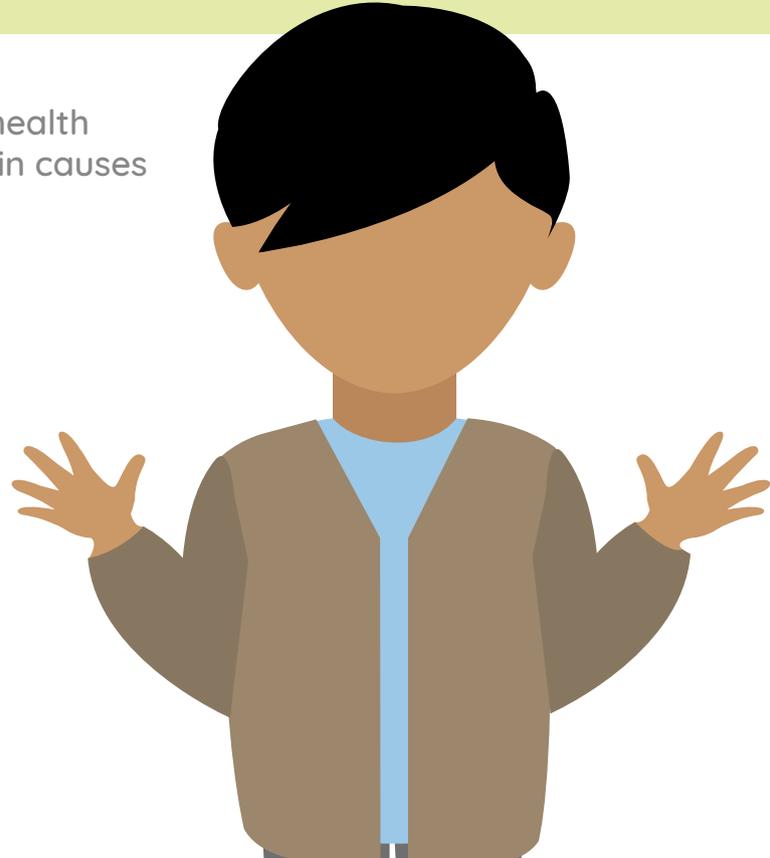


# HAND HYGIENE

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 health care-associated infections.



## 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

# HIGIENE CORPORAL

- **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.

- **BATH OF THE NEWBORN:**

the first bath will be carried out in the rooming-in by the nursing at least 6 hours after birth.





## REMARK:

- In intensive care, bathing will be performed according to the patient's clinical condition and at a time defined by the clinical staff in the inpatient unit.
- Bed linen will be changed on alternate days or upon the presence of dirt or a request from the patient or family member. Call nursing for request.

# 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.

All dentures (partial or complete) must be cleaned after meals, brushing inside and out

## 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 yellow wristband will be made according to age and risk classification.
- The 2-step ladder must be kept next to the patient's bed/stretcher. If necessary, the patient must use it to get off the bed/stretcher.
- 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.
- active el equipo de saneamiento del sector cada vez que identifique riesgo de caída.



# GUIDELINES FOR FALL PREVENTION IN THE HOSPITAL

- Pay attention to the wet floor, and call the hygiene team of the sector whenever you identify a fall risk.
- At the Obstetric Center, the baby can only be transported with the mother, on a transport stretcher with raised protection rails, transport incubator, or mobile crib, and always accompanied by the nurse.
- The companion must pay special attention to newborns who are in incubators. Keep the admittance panel and access port properly closed, paying close attention to whether they are both locked. In case of doubts about the operation, notify the nursing personnel for guidance.
- Do not walk with the newborn in your arms down the floor corridor; always in the portable crib. The transport of the newborn for examinations and upon discharge from the hospital will be carried out in a common crib or transport incubator.
- An infant must be transported, as assessed by the nursing personnel, in a crib or a wheelchair, on the lap of the companion.

**HAVE  
REDOUBLED  
ATTENTION  
WITH CHILDREN**



Children must always be accompanied by an adult.

...

Keep the rails of the beds/cribs elevated.  
Children must not stand up on beds/cribs.

...

Do not sleep carrying an infant or with an infant in bed to avoid falling or suffocation.

...

Be careful when holding the baby! The most frequent occurrences in children under 1 year of age are falls from children who were being carried.

...

In case of weakness or drowsiness, request the support of the companion to support the child.

# 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 the patient's

\_\_\_\_\_

\_\_\_\_\_ companion, IH \_\_\_\_\_,

identified by the São Francisco Xavier Foundation Nursing personnel as having a risk of falling (medium and high), I DECLARE to have received the appropriate guidance and clarification, in clear and accessible language, regarding the actions and procedures necessary to prevent falls provided for in this material.

\_\_\_\_\_, \_\_\_\_\_ of \_\_\_\_\_ of 20 \_\_\_\_\_

.Companion signature:

\_\_\_\_\_



# SURGERY



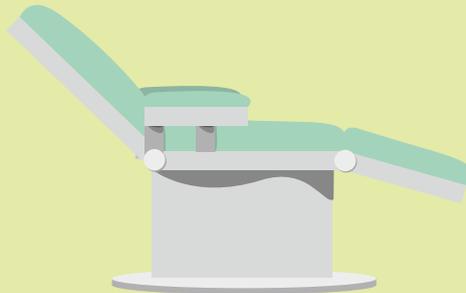
It is important to provide guidance to patients so that the surgical procedure can be performed safely.

# 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 the patient is going to undergo a surgical procedure, before being taken to the operating room, the healthcare professionals identify, with a wristband, the side of the intervention region on the patient's body, and confirm the intervention site together to the physician and the patient's record. This procedure is called "laterality marking".

# SURGERY PROTOCOL

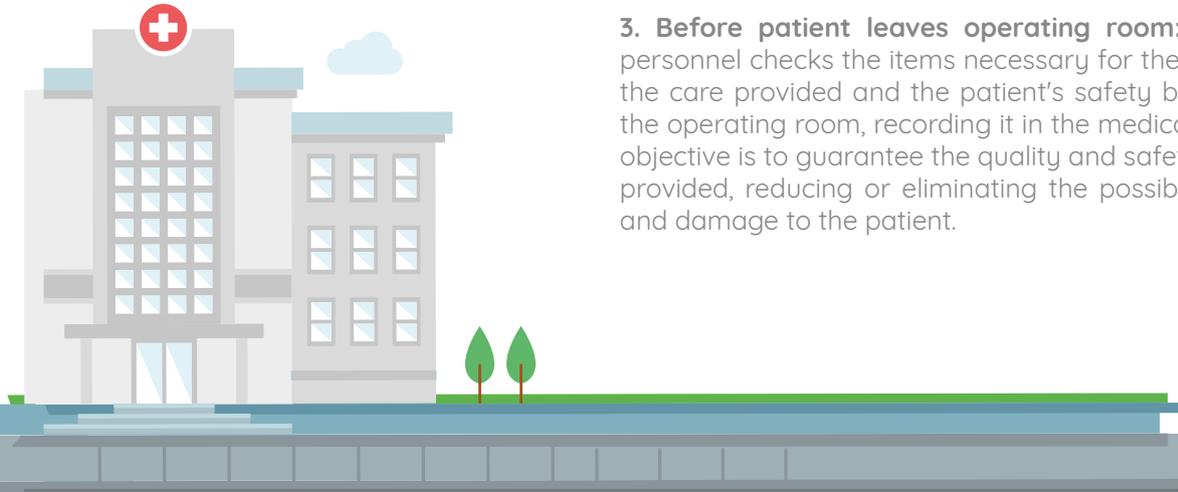


All documents relevant to the surgical procedure, such as the Consent Form, Term Paper on Blood Transfusion, Antibiotic Prophylaxis, Thromboembolism, Pre-Anesthetic and Pre-Operative Evaluation, as well as exams relevant to the surgery, will be checked at reception before the patient is sent to the Surgical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

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

# 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:



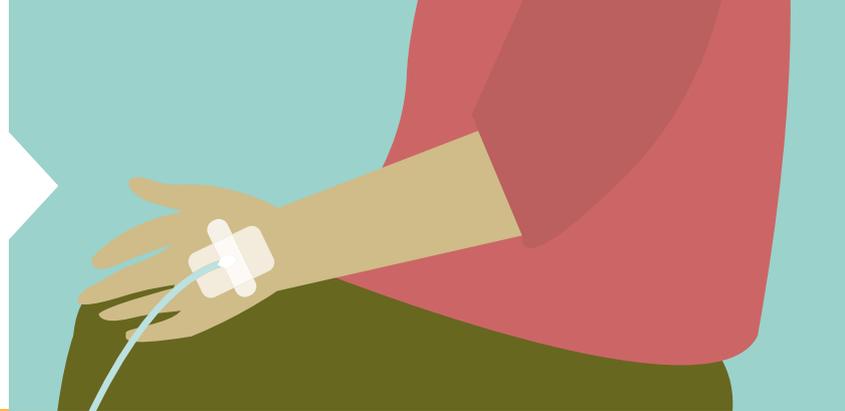
**1. Before starting anesthesia:** verification performed by the nursing personnel upon admission of the patient to the Surgical Center of essential items to ensure safety.

**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.

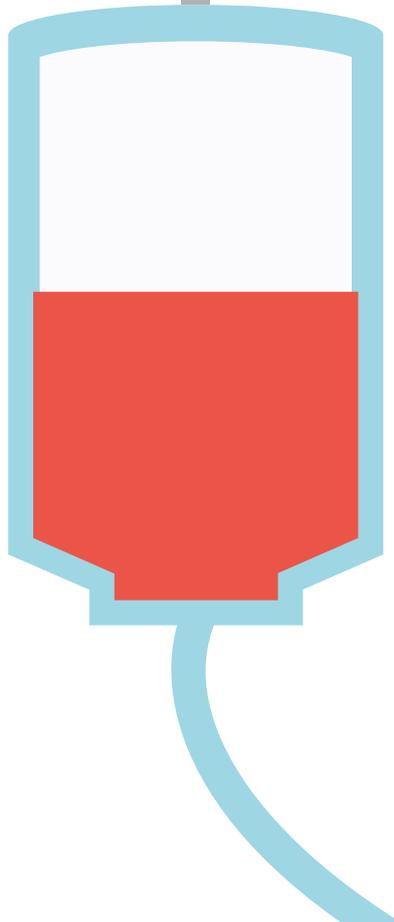
**3. Before patient leaves operating room:** the nursing personnel checks the items necessary for the continuity of the care provided and the patient's safety before leaving the operating room, recording it in the medical record. The objective is to guarantee the quality and safety of the care provided, 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



HYGIENE DAS MÃOS  
MÁSCARA PPE (N95)  
PARA O PROFISSIONAL  
MÁSCARA CIRÚRGICA  
PARA O PACIENTE  
QUANTO À PRESENÇA  
QUANTO À TRANSPORTES  
QUARTO PRIVATIVO  
ISOLACIONAL

Solicite orientação da Enfermagem | **FSFX**

## PRECAUÇÃO PARA GOTÍCULAS



HYGIENE DAS MÃOS  
MÁSCARA PPE (N95)  
PARA O PROFISSIONAL  
MÁSCARA CIRÚRGICA  
PARA O PACIENTE  
QUANTO À PRESENÇA  
QUANTO À TRANSPORTES  
QUARTO PRIVATIVO  
ISOLACIONAL

Solicite orientação da Enfermagem | **FSFX**

## PRECAUÇÃO DE CONTATO



HYGIENE DAS MÃOS  
LUVAS E AVATAIS  
NÃO TOCAR NEM COBERTURAS  
NEM EQUIPAMENTOS  
QUANTO À PRESENÇA  
QUANTO À TRANSPORTES  
QUARTO PRIVATIVO  
ISOLACIONAL  
USO EXCLUSIVO  
DE EQUIPAMENTOS

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- 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 during the isolation period (patients and companions).
  - Visiting hours and change of companions are reduced.

# GUIDELINES FOR VISITORS AND COMPANIONS



The presence of family and friends is important for the patient's recovery. However, some recommendations are necessary for safe living in the hospital environment. When visiting the patient, it is necessary to remember that his health condition requires special care, and some rules must be respected. For the visit to take place safely and without disrupting the hospital routine, pay attention to some recommendations:

- It is mandatory to present an identification document with a photo (e.g. identity card, driver's license, or work record booklet).
- Companions under 18 are not allowed and are not recommended over 65 years. Children under 12 can only make visits, with the supervisor's authorization, accompanied by a responsible person.
- If someone is ill or has flu-like symptoms, it is not recommended to visit or accompany the patient.

# GUIDELINES FOR VISITORS AND COMPANIONS

- It is recommended to wash your 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



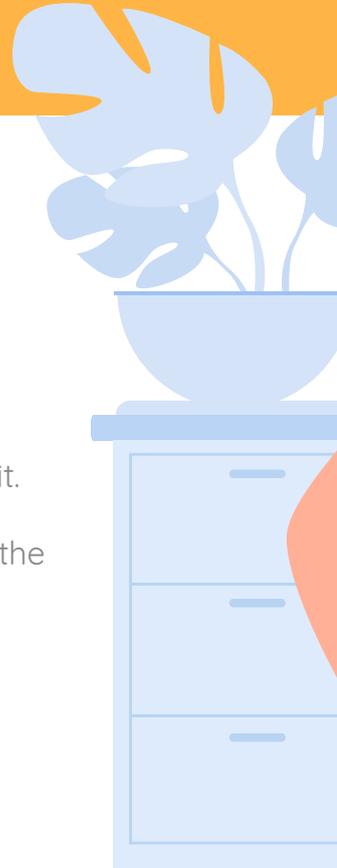
- For insured/private patients, food for companions is provided as authorized by each plan. For SUS patients under 18 and over 60, who are entitled to a companion, meals are provided daily.
- All companions can purchase a meal ticket according to institutional guidelines.
- Feeding patients is part of 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.

# TO ENTER THE NEONATAL UNIT

Important information about care during monitoring and visiting your child at the Neonatal Unit.

The child does not yet have effective defenses against infections. To avoid contamination, we need to take some precautions:

- Have your nails trimmed.
- Remove rings, wedding rings, bracelets, and watches before entering the Unit.
- Wash your hands and forearms thoroughly with soap and water, and rub the alcohol gel before entering the Unit, as per instructions posted above the sink.





- The use of mobile phones and other electronic components is not allowed in this Unit.
- Filming and photographing are not allowed.
- Hair must be tied up.
- Men are prohibited from entering the breastfeeding room and also in the sector while mothers are breastfeeding; they must wait at reception.
- "Momento Psiu" in the Neonatal Unit: means that the environment must be calm and free of noise, keeping the light lower and the child quiet, avoiding manipulation. The hours are standardized by the Unit.

# 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.
- Have access to your medical record under current laws. For this, talk with the sector of Request for Copies of Medical Records and Budgets at the receptions of the São Francisco Xavier Foundation hospitals.
- 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 the minor patient to have their case referred and assisted by the Guardianship Council in cases of suspicion or confirmation of maltreatment against a child or adolescent.
  - 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 have their doubts clarified and express their perception about the service/care. FSFX makes the following communication channels available: the Customer Relationship Center (CRC) at hospital receptions, the Contact Us channel on the website [www.fsfx.com.br](http://www.fsfx.com.br) and Quality of Service Surveys, available at the service desks.

# PATIENTS' LIABILITIES

As in any relationship, the patient, in addition to rights, has certain liabilities towards the Hospital and its team, such as:

- Inform unexpected changes in your health status to the professionals responsible for your care.
- Provide accurate and complete information about your health history, previous illnesses, past medical procedures, and other health-related issues. If the patient is unable to provide information, it must be provided by the legal guardian.
- Be responsible for any and all expenses during your hospital stay or your outpatient care, upon gloss or conflicting situations with your health plan, insurance company, or firm, committing to negotiate directly with them and exempting the Hospital from any liability.
- Take care of the Hospital's facilities and equipment placed at your disposal for your comfort and treatment.
- Follow the instructions recommended by the clinical staff, being responsible for the refusal of treatment and its consequences.
- Notify the Hospital and your physician of unexpected changes in your health plan, insurance company, or firm coverage, as well as other restrictions. The patient must inform the financial responsible for their hospital treatment, informing the Hospital of any changes in this indication.

The policy on the Rights of Patients and Families in the Hospitals of the São Francisco Xavier Foundation is protected in some legislation and documents: Federal Constitution, Civil Code, Penal Code, Consumer Protection Code, Elderly Statute, Child and Adolescent Statute, Law 9.656/98 (health plans), Code of Medical Ethics, Resolutions of the Brazilian Federal Council of Medicine, Universal Declaration of Human Rights and other relevant standards.

# PATIENT DATA PRIVACY

We seek to clarify clearly and objectively how we collect and process personal data from patients under the Brazilian General Data Protection Law (Law No. 13.709/2018).

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



## 1. WHAT DATA WE COLLECT AND WHEN WE COLLECT

During the execution of our activities, the FSFX performs the processing of your personal data to make our services viable.

Depending on the activity performed, we may collect the following data: full name, CPF, ID Card, date of birth, your income (for social assistance support only), address with zip code, telephone numbers, email, payment information, information of relatives provided by you, health information, data on 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 aimed at the execution of health care services, such as medical care, insertion of information in your medical record, acquisition and administration of medicines and items necessary for your care, care in case of urgency/emergency, transport to hospital units, carrying out exams, among others;
- Activities related to the execution of your contract with us or our contract with your health plans operator, such as billing and collections;

- Contact you or your legal guardians;
- Guarding and collecting information for use in procedural defenses;
- Fulfillment of obligations imposed by laws or other regulations;
- Inclusion of the patient in social assistance programs;
- Pedagogical follow-up in the case of school-age patients.

Wherever we deem necessary, we will request your consent, and we 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 what processes your data is involved in, please feel free to ask us through the holder'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 functionalities necessary for the exercise of our activities, and we are responsible for taking care of this information.

There are also cases in which FSFX may be considered the Data Operator. This means that we carry out the processing of personal data on behalf of another institution, such as in cases where 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 them.

If you have any questions about who is responsible for your data in a specific case, we will be pleased to let you know. Please, get in touch through the website [dpo@fsfx.com.br](mailto:dpo@fsfx.com.br).

### 3. SHARING YOUR DATA

We may share your personal data in the following cases:

- With competent judicial, administrative, or governmental authorities, whenever there is a legal

determination, application, requisition, or court order;

- Automatically, in case and change of our corporate structure, such as in the case of merger, acquisition, or incorporation;
- With service provider partners responsible for the administration, custody and security of this data;
- With your Health Plan Operator, for billing our services.

It is possible that when you share your data with our partners, as described above, your data will be transferred to servers outside the country (cloud computing). In these cases, whenever FSFX is the Controller, we are careful to ensure that your data is safe, either by contractual guarantees offered by our partners or by recognized adequate legislation.

### 4. TIME TO HOLD THIS DATA

We may keep your data with us in the following cases:

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

or against FSFX;

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

## 5. USE OF DATA FOR RESEARCH

FSFX is known for being a pioneer institution in innovation in healthcare. That is why we are enthusiastic about conducting research that can make our treatments even more efficient and bring greater chances of cure to our patients within our fields of expertise.

Whenever we conduct a survey, we prioritize using information that cannot identify the patients involved, and we take care to share this information only with partners who are also able to guarantee the impossibility of any identification.

If your identification is essential for the success of the clinical trial, we will personally invite you and provide all the clarifications you deem necessary

before proceeding. If you are still not interested in participating, your decision will have no impact on our relationship.

## 6. SECURITY OF YOUR DATA

We, at FSFX, ensure that we take care of your data through appropriate technical and operational measures, as well as we strive for the same level of excellence as our partners, but it is important to stress that no system is completely secure. Therefore, if you become aware of any event that could put data made available to FSFX at risk, we ask that you contact us by the email [dpo@fsfx.com.br](mailto:dpo@fsfx.com.br).

You must know that the security of your 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;
- Do not share data submitted to FSFX with other organizations that you do not have complete trust in. Please remember that we will not ask you for further information outside our official contact channels.

- If you communicate with us by email, pay attention to the web domain used (the address that goes after the “@”). FSFX exclusively adopts the following domain: @fsfx.com.br
- Keep your personal information updated with us because it will be essential to confirm your identity if you request any information or document remotely as it is necessary to contact you.

## 7. YOUR RIGHTS

You have the following rights concerning your personal data:

- Confirm the existence of the processing and request a copy of your personal data kept in our database.
- Request that your data be corrected if it is inaccurate or out of date.
- Request that your personal data be deleted whenever possible.
- Request the anonymization, blocking, or deletion of excessive data or data processed in a manner contrary to the law.

- Request portability to other providers of similar products and services under the terms of the regulatory agency.
- Deletion of data processing based on your consent, within the limits of the Law.
- Withdraw any consent to the processing of personal data at any time, being informed of the consequences.

There are cases where some of these rights cannot be exercised or may be only partially exercised due to FSFX’s legal compliance obligations or in the case of FSFX’s right to keep this data with us. In these cases, we guarantee that access and use of such data will be restricted exclusively to such purposes.

There are also cases where FSFX is not the Controller of your personal data and, therefore, is not responsible for fulfilling your rights.

## 8. CHANGES TO THIS DOCUMENT

It is possible that this document may change, so we recommend that you access this document whenever you use our services. You will be able to find this document in the inpatient units with the team that

performs your care.

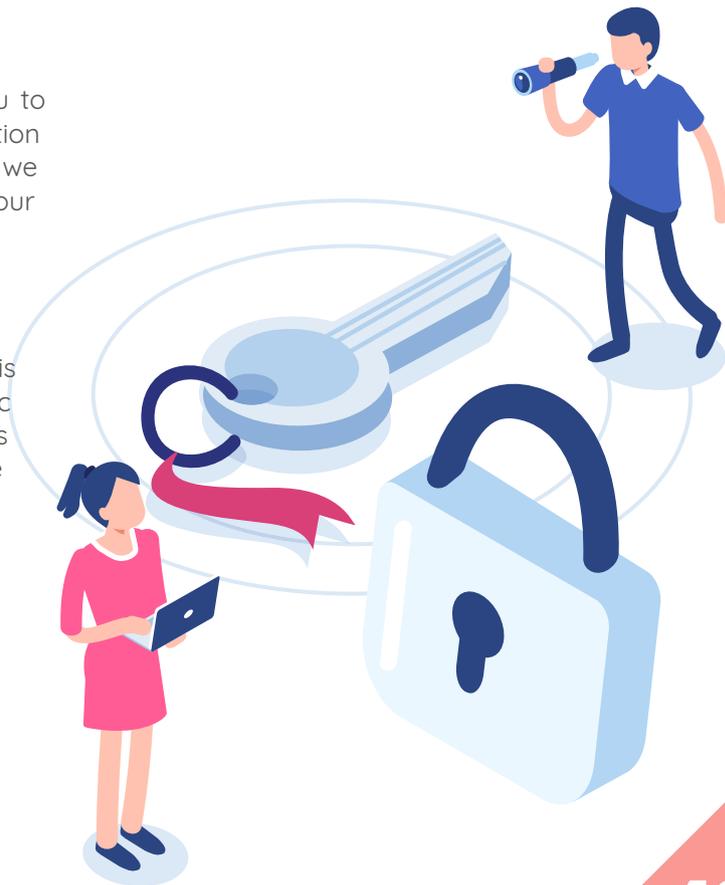
If your consent becomes necessary, we will contact you to obtain it before use. We recommend that you pay attention to the contact channels provided to FSFX, as, in this case, we will not be able to use your data for your benefit until your consent is duly confirmed.

## 9. APPLICABLE LAW AND JURISDICTION

Whenever the legislation allows, the applicable law to this Privacy Policy will be the laws of the Federative Republic of Brazil, and the jurisdiction for discussion of any claims arising from this document will be the jurisdiction of the district of Ipatinga - MG, to the detriment of any other, however privileged they may be.

## 10. DOUBTS AND CLARIFICATIONS

If even after carefully reading this document, you still have doubts about the privacy of your data or need any clarification, we are available through the email [dpo@fsfx.com.br](mailto:dpo@fsfx.com.br).



# BEWARE OF SCAMS

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

It works like this: scammers call the extension of the patient's apartment or the home or mobile phone of a relative, and charge fees for hospital services, posing as 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 suspicious cases, immediately contact the Hospital's assistance team or the corporate security team, even when there is no payment of the requested amount.

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











# REMEMBER:

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

**HELP US TAKE CARE OF YOU!**





@fsfxoficial



Fundação São Francisco Xavier



[www.fsfx.com.br](http://www.fsfx.com.br)