



GRUPO **HPA SAUDE**

IN-PATIENT DEPARTMENT WELCOME DOCUMENT ADULT

WELCOME TO THE HPA HEALTH GROUP

We hope that this document will be useful and that your stay with us will meet your expectations and medical needs.

THE IN-PATIENT UNIT

The In-Patient Unit consists of Suites, Private and Semi-Private Rooms. The facilities vary depending on the type of accommodation, but all provide the comfort necessary during your stay with us.

The In-Patient Unit consists of a multidisciplinary team of professionals (doctor, nurse, physiotherapist, nutritionist, among others) who focus their knowhow on our patients' well-being.

SAFETY

Your safety is the key factor when providing health care. There are therefore strict internal safety rules that are the basis for the health care we provide.

WHAT SHOULD/SHOULD NOT BE BROUGHT WITH YOU TO HOSPITAL

Programmed Admission:

You should only bring personal toiletries, pajamas, dressing gown and slippers. For hygiene and safety reasons you should not bring personal items of value with you.

The Hospital will not be held responsible for your personal belonging or those of visitors or companions. Personal belongings should be given to a family member for safekeeping. If this is not possible, you can hand them over to a member of staff for safekeeping, where a form will be provided for completion. If you wish to keep valuable items with you in your room, a disclaimer form will also be provided.

Emergency Admission:

We will provide you with everything you might require. However, you need to ask a family member or friend to bring your personal items of hygiene whenever possible.

COMPANION / FAMILY MEMBER

It is the patient's decision whether he wishes to have a companion on a permanent basis (1 person) with him during his hospital stay.

It is therefore essential to find out from the Main Reception or the In-Patient Reception if this is possible.

TELEPHONE

Outsider telephone calls can be made only through Reception. Telephone bills are to be settled on Discharge.

MEALS

The hospital has its own kitchen and cafeteria. The preparation of meals is monitored by a nutritionist.

Meal Times: Breakfast - 8am to 9am // Lunch - 12am to 1pm // Afternoon Snack - 3pm to 4pm // Dinner - 7pm to 8pm // Supper - 9:30 p.m. to 10:30 p.m.

OTHER FACILITIES AVAILABLE

Cafeteria/Coffee Shop // ATM Machine // Para-Pharmacy with Optician // Hairdressing Salon (Alvor Hospital).

VISITORS

We, at the HPA Health Group welcome visitors and companions, as we consider that they help to promote a comfortable stay for the patient including a quicker recovery.

However, there are regulations that must be adhered to, in order to ensure everyone's safety and the proper functioning of the unit.

Visitors/companions should take into account some important points:

- › If you wish to visit a patient outside visiting times, you need to make your way to the In-Patient Reception (Main Reception outside office hours) for permission;
- › You should always wash/disinfect hands before and after each visit, using the dispensers available in the rooms;
- › If you are ill, you should avoid hospital visits;
- › Children in the In-Patients Unit should be avoided;
- › Regarding the number of visitors and length of visiting time, we appeal to everyone's common sense. Recovery from any illness should take place in a quiet atmosphere. Many visitors for prolonged periods may harm the patient's recovery;
- › Silence and tranquility should be maintained, respecting not only your family member or friend, but also the other patients;
- › Mobile telephones should be used with discretion. Preferably keep them on silent mode;
- › All patients may receive visitors, except in situations where they (or their caregiver / companion) do not wish to do so or when for medical reasons the patient's doctor considers that it is not advisable;
- › Meals are controlled by health professionals. Food should not be brought to the hospital as it may eventually harm the patient's recovery. The nurse responsible can inform you if the patient is in a position to eat food other than that provided by the hospital;
- › As far as gifts or presents are concerned, flowers can be detrimental to the patient's recovery. We recommend that flowers are not taken into the patient's room;
- › Recorded images or photographs are not allowed.

VISITING HOURS

HPA Alvor , HPA Gambelas (Faro) and Hospital Particular da Madeira (Funchal): Daily from 12am to 10pm.

Hospital São Gonçalo de Lagos: Daily from 11am to 10pm.

HOSPITAL DISCHARGE PROCEDURE

When your clinical discharge process has been finalized, you will be informed by a member of staff who will accompany you to the Main Reception in order to complete your administrative process. You will then be given all your Exams Results, Medical Report, Prescriptions, Discharge Report, Nurses Notes as well as the Invoice referring to the treatment provided. The In-Patient staff on duty can clarify any doubts which you need clarifying and which might be important to you. To ensure your safety on discharge from hospital, you should always be accompanied by a relative or friend.

YOUR SATISFACTION

The patient is the most important element at the HPA Health Group, so for us, your opinion is fundamental. We would like to take your opinion into account to continuously improve the health care we provide. With this in mind, we would be grateful if you took a moment of your time to complete the Questionnaire provided, which will then be handed to our Quality Control Department for processing.

If you have any grievances you wish to report, you may do so to the person in charge of the department or to Reception.

PATIENTS' RIGHTS AND OBLIGATIONS

Patients' rights and obligation can be consulted on the hospital website (www.grupohpa.com) as well as in various locations within the hospital. You may also request a copy from any one of the professional staff on duty.