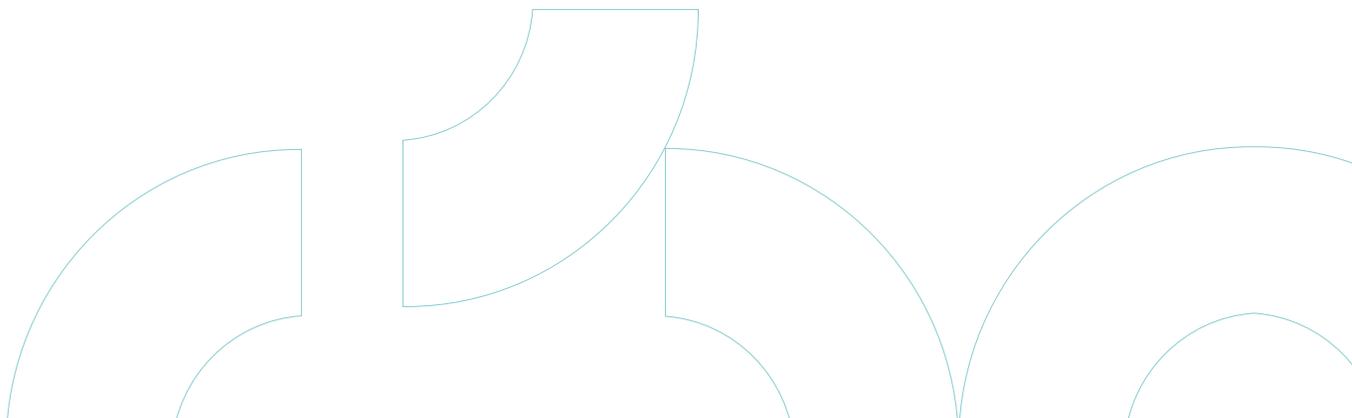


# Patient's Guide



CENTRO  
HOSPITALAR  
LEIRIA  
POMBAL





## A COMMITMENT TO QUALITY

We understand that it can be difficult for patients to adapt to unfamiliar surroundings while staying at a hospital.

We have therefore prepared this Guide which we hope will help you to become better acquainted with the services available at the Santo André Hospital.

The hospital's mission is to provide different kinds of healthcare in close co-ordination with primary healthcare services and other hospitals that are part of the National Health Service network.

Our strength lies in the technical skills and human resources of our healthcare professionals and access to the most advanced medical technology. Our efficiency is reflected in our results and we strive to provide everyone with the best possible solutions to meet their needs.

Rest assured that the welfare of our patients is our primary concern and we work together as a team to offer you personalised medical services of the highest quality.

We wish you a speedy recovery.

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## MEDICAL SERVICES

### Healthcare Services

#### Capacity

The hospital has 558 beds (official capacity). The official capacity is the number of beds (including Neonatology and Paediatrics cradles, officially defined for a health care organization, with inpatients, by specialties/valences. Excluding nursery room, emergency beds, recovering and day hospital beds.

#### Outpatient surgery unit

The hospital has an autonomous Outpatient Surgery Unit for surgical procedures which do not require the patient to be admitted.

#### Day Hospital

Our unit is well equipped and our staff is trained to meet outpatient needs in areas such as: haematology, oncology and offers auxiliary outpatient facilities in diverse specialities.

#### Appointments

Appointments for consultations with our medical professionals should be made in advance. Appointments can be scheduled from Monday to Friday between 8:00 am and 8:00 pm.



## **Emergencies**

Our emergency service is available 24 hours a day, 365 days a year and is divided into 3 autonomous sectors:

**General emergencies:** Short term admissions for adults

**Paediatric emergencies:** Short term admissions for children

**Obstetric/gynaecological emergencies:** maternity ward and deliveries.

## **Complementary diagnostic and therapeutic facilities**

### **Anatomical pathology**

Including the areas of histopathology, cytology and tanatology

### **Cardiology**

ECG, echocardiogram (EKG), stress test, Holter monitor

### **Dermatology** (phototherapy)



### **Gastroenterology**

Biopsies, ERCP (Endoscopic Retrograde Cholangiopancreatography), upper endoscopy, lower endoscopy, interventional endoscopy

### **Gynaecology**

Biopsies, cardiotocography, colposcopy, pelvic ecography

### **Imaging**

Sectors of conventional radiology, computerised tomography, angiography, ecography (ultrasound), mammography, magnetic resonance and interventional radiology.

### **Immuno-haemotherapy**

Analyses, transfusions

### **Physiotherapy and Rehabilitation**

Electrotherapy and thermotherapy, occupational therapy and everyday activities, speech therapy, paediatric rehabilitation, respiratory kinesitherapy, kinesitherapy and mechanotherapy (gymnasium) and

hydrotherapy.

### **Neurophysiography (EEG)**

### **Neuroradiology**

### **Ophthalmology**

Angiography, echography, laser, ophthalmoscopy, retinography

### **Otorhinolaryngology**

ENT (audiometry, tympanometry)

### **Clinical pathology**

Areas of biochemistry, haematology, immunology and bacteriology

### **Paediatrics**

real time echocardiogram

### **Pneumology**

Bronchoscopy, respiratory function tests

**Urology** (echography, urodynamics, diagnostic endoscopy of the urinary apparatus, biopsies)

### **Telemedicine**



## Auxiliary Facilities for Healthcare Services

### **Surgical unit**

This unit consists of the technical, physical and human resources which strive to provide the best possible surgical treatment for patients, in close coordination with user and auxiliary services;

### **Pharmaceutical service**

This unit distributes medicines to the different services of the hospital, based on a rational and high quality management system. The unit also assists in research and teaching activities in the field of medication;

### **Social services**

The hospital's social services include specialised social service technicians (social workers), who provide support for patients and their families while they are at the hospital or during outpatient and emergency procedures. They especially assess the needs of patients after they are discharged, informing them, guiding them and mobilising community resources according to their needs;

### **Sterilisation services**

This service is responsible for collecting, preparing, treating, storing and distributing all material in compliance with the prevailing technical norms and in co-ordination with the Committee for the Control of Infections;



### **Nutrition and Diet Unit**

This unit is responsible for assessing the menus supplied to patients and staff at the hospital. It supervises the preparation, packaging and distribution of meals so as to guarantee quality and the nutritional and therapeutic suitability of the food provided.

### **Management and Logistical Services**

**Department of Planning and Management;**  
**Department of Information Systems;**  
**Legal Office;**  
**Patient Management Services;**  
**Financial Management Services;**  
**Human Resource Management Services;**  
**Safety, Hygiene and Workplace Health Services;**  
**Supplies;**  
**General Services;**  
**Installations and Equipment.**



## SPECIALISED MEDICAL SERVICES

The Santo André hospital offers the following specialised medical and surgical services for outpatients and inpatients:

Anaesthesiology	●	Haematology	●	Otorhinolaryngology	●
Cardiology	●	Internal Medicine	●	Paediatrics	●
General Surgery	●	Physiotherapy and Rehabilitation	●	Pneumology	●
Dermatology	●	Neurology	●	Psychology	●
Endocrinology	●	Obstetrics	●	Psychiatry and Mental Health	●
Stomatology	●	Ophthalmology	●	Infant and Adolescent Psychiatry	●
Gastroenterology	●	Medical Oncology	●	Urology	●
Gynaecology	●	Orthopaedics	●		

● Inpatients ● Outpatients and consultations

The hospital also has one unit of Hemodynamic and Cardiovascular Intervention. There are also 4 units which provide different kinds of healthcare for medium and high-risk patients requiring treatment and monitoring:  
 Intensive Medicine Ward (which includes 3 units: Polyvalent; Cardiopath; Neurocritical  
 Special Neonatal and Paediatric Care Unit (SPCU)



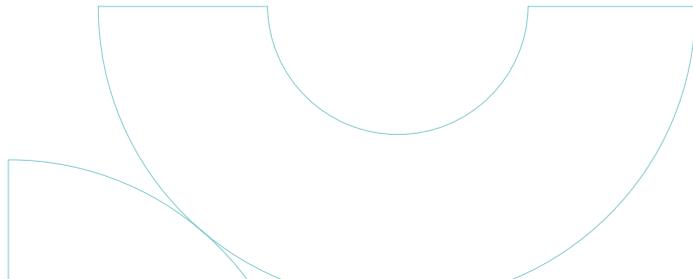
## ADMISSIONS

### Our team of health professionals

During their stay at the hospital, patients will be looked after by various members of staff, who together, seek to provide patients with the best possible care. These include:

- Doctors
- Nurses
- Diagnostic and therapeutic technicians
- Social workers
- Unit secretaries
- Operational Assistants
- Other professionals

**Patients and their families are also part of this team during treatment and recovery.**





## Admission procedures

On the day you are due to be admitted, you should go to the service that scheduled the admission.

The nurse and the unit secretary will facilitate the administrative formalities and admission procedures.

## Administrative formalities

To facilitate the hospital's administrative procedures please bring the following documents with you when being admitted to the hospital:

## Citizen Card, or in alternative the following documents:

- National Health Service Card
- Beneficiary card issued by other organizations (ADSE, SMAS, SSMJ, Insurance, etc)
- Tax Identification Card
- Hospital Card
- Identity Card or other valid forms of identification
- European Health Insurance Card (EHIC)



If the hospitalisation was a result of a **Driving Accident, Workplace Accident, Accident at School** or a **Sporting Accident**, it will be necessary to provide the details of the insurance company that is responsible for the hospital expenses in such a situation (name of the insurance company, policy number and assured entity).

Failure to provide this information will mean that the patient is responsible for these expenses under the terms of prevailing legislation.

Do not forget to inform your employer that you are going to be admitted to hospital.

Whenever necessary, the hospital will confirm that a

patient was hospitalised by means of the respective form that can be requested at the admissions desk.

### Clinical Information

All information on the evolution of your state of health will be made available to you or your authorised representatives.

We recommend that patients identify the person to whom the doctor should provide such information, along with their respective phone number.

The working hours during which such information can be requested from the attending doctor are displayed in each department.



## Other Information

When you are admitted to the hospital please inform the team about all the medications you are taking and bring any other medical information you have (exams, reports and medications) with you.

So that patients and their families participate in decisions, you should ask the attending doctor about the reasons for the hospitalisation, the medical conditions that came to light during the assessment and about care and treatment that require informed consent. By signing the respective form, the patient gives their consent for all procedures and confirms that these procedures were duly explained.

All medication taken during the period of hospitalisation is administered by the nurses on duty.

From 11:00 pm onwards patients must switch off radios, televisions and lights, thus respecting the period for silence and rest.

Carefully follow the instructions/advice of the doctor and nurses.



### Friends and Family Accompanying Patient

All patients have the right to be accompanied by a family member or friend during their hospitalisation.

Patients who have been hospitalised in conditions of isolation cannot receive more than 2 visits per day, to be indicated by the service team. Such visitors must not circulate to the hospital's other wards.

Patients choose a family member or friend or, if it is impossible for the patient to make such a decision, the closest family member.

Those chosen are requested to accompany the patient as closely as possible and assist in tasks as requested by the hospital staff on duty, namely:

- To provide psychological support for the patient;
- To assist during meals;
- To assist in terms of the patient's hygiene and comfort;
- To help the patient move/walk within the ward under the guidance of the nursing staff on duty;
- To assist with tasks so as to ensure care for the patient after discharge from the hospital.

Keeping in mind the specific nature of some services, visitors are advised to consult the regulations for visitors or, if applicable, the guide for the specific department.



## Clothing

The clothes worn by patients on the day they are admitted to the hospital can be given to the person accompanying the patient or kept in the cupboard available in the rooms for exclusive use by the patient.

During the period of hospitalisation, patients can use their personal clothing (pyjamas, robe, slippers, towel) and should ensure that their family or friends substitute these items at suitable intervals.

You can also use your own items for personal hygiene.

If you cannot wear your own clothes for medical reasons or if it is difficult to wash them, the hospital can provide you with the necessary items of clothing.

## Personal objects and valuables

Owing to considerations of security and everyday activities, patients are advised not to bring valuable objects to the hospital.

The hospital is not responsible for the security of your personal objects and valuables.



## Meals

When you are admitted, your consulting doctor will prescribe the diet to be followed while at the hospital.

Please keep in mind that your meals and nutrition are part of the treatment.  
Please do not request or bring outside food and beverages to the hospital.

Whenever your prescribed diet allows it, we shall do our utmost to accommodate your dietary preferences.

### **Meal timings:**

Breakfast	08:30 am - 09:30 am
Lunch	12:30 pm - 01:30 pm
Snack	04:00 pm - 04:30 pm
Dinner	07:00 pm - 08:00 pm
Supper	10:00 pm - 11:00 pm



## Schedule Visits

### Companion

Daily from 12:00 am to 8:30 pm

### Visits

Up to two visits in simultaneous for patient

### Inpatients Units

Daily from 4:00 pm to 8:30 pm

### Exceptions

Obstetric ward, Psychiatric and Mental Health acute ward and Surgical Ward I and II.

Daily from 4:00 pm to 6:00 pm and from 7:00 pm to 8:30 pm

### Intensive Medicine Ward

Daily from 4:00 pm to 4:30 pm and from 7:15 pm to 7:45 pm

### Short Term Admissions Unit (UICD)

Daily from 2:30 pm to 2:50 pm and 7:30 pm to 7:50 pm

### Special Neonatal and Paediatric Care Unit (SPCU)

Daily, only one ten minutes visit, for siblings and grandparents; Parents can receive their family and friends, two of each time, in the parent's living-room, near the inpatient unit.



## DISCHARGE

### When leaving the hospital

Your doctor will inform you about when you will be discharged from the hospital. At this time you will receive a clinical report that will provide a summary of the treatment and your state of health.

If you need nursing care after leaving the hospital you will be provided with information about how this care should be implemented.

You should clarify any doubts with your doctor and/or nurse. Do not hesitate to ask questions!

If possible, have a close relative or friend present so that they can also listen to the instructions you will receive.

Before you leave, check with the secretary of the unit as to whether you have received all the necessary documentation, if your identification details are correct and whether there are any fees to be paid.

It is your duty as a citizen to pay any fees. Failure to do so will mean that you will owe the amount to the hospital.

Now that your stay at our hospital is over and you are familiar with our services, you can help us to improve.

Ask one of our professionals at the respective office for a form where you can let us know your opinion and provide any suggestions about how we could improve our services.



## OTHER SERVICES

### Outside communications

#### Telephone

All inpatient services are equipped with coin operated public telephones. Public telephones which use telephone cards can be found at the main entrance hall, located on floor 00.

The hospital can make calls that are strictly necessary for and are related to the patient's treatment.

#### Postal services

A branch of the CTT postal service is located at the main entrance hall for sending or receiving mail.



### **Patient support facilities and religious assistance**

The hospital has a group of volunteers who are available to assist and provide guidance and support at the various services.

You can also request religious assistance by a Catholic chaplain or a minister from another religion.

The hospital has a chapel which is located on floor 00 (near the hospital's main entrance)

### **Patients' Office**

This office has specialised social service professionals who can receive, assess and forward your suggestions, complaints and thanks to the right department.



### **ATM Machine**

An ATM machine is located in the main entrance hall of the hospital and at the entrance to the outpatient area.

### **Florist**

A florist is located in the hospital's main entrance hall.

### **Cafés**

There's a café located in the exterior building near the outpatient area.

### **Hairdresser**

A hairdresser is located at the hospital's main entrance and, upon request, can provide hairdressing services to patients in their rooms.

### **Kiosk**

There is a kiosk located at the hospital's main entrance, selling newspapers, magazines, books, etc.

### **Bazaar**

(Floor 02, outpatient area)

### **Public Pharmacy**

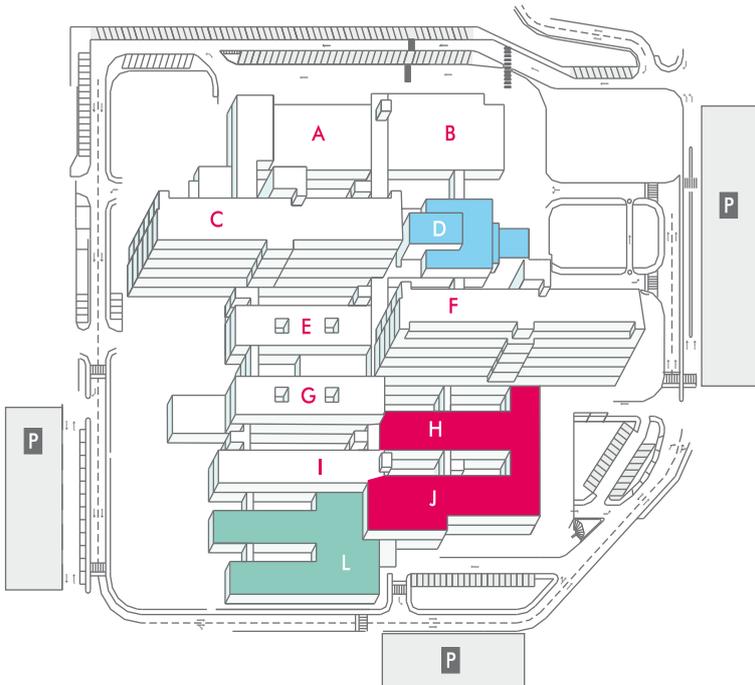
Located near the outpatient area main entrance. It is open 24/7, all days of the year.

### **Support services for foreign patients**

The hospital has a group of voluntary translators who can be requested whenever necessary (English, French, Russian, Ukrainian, etc.). Foreign citizens who legally reside in Portugal, are equally treated as the National Health Service Beneficiaries.



## VIEW OF THE HOSPITAL



**A**  
Kitchen  
Laundry

**B**  
**Floor 00**  
General storerooms  
Pharmacy  
**Floor 01**  
Sterilisation

**C**  
**West Tower**

**Floor 4**  
Psychiatric Ward  
**Floor 3**  
Specialised Medical Services Ward  
**Floor 2**  
Obstetric (Maternity) Ward  
Gynaecological Ward  
**Floor 1**  
Paediatric Ward  
Neonatal Ward (SPCU)  
Parents' Room

**Floor 00**  
Patients' Office  
Social Services

**Floor 01**  
Anatomical Pathology Laboratory  
Mobile Gastroenterology Unit  
Mortuary  
Medical-Legal Office

- MAIN ENTRANCE
- EMERGENCY SERVICES
- OUTPATIENT AREA
- CAR PARKING



## D

### Floor 1

Amphitheatre

### Floor 00

Main entrance

### Floor 01

Surgery block

## E

### Floor 00

Financial Management Services

Supplies

### Floor 01

Imaging

## F

### East Tower

### Floor 5

Intensive Medicine Ward

Cardiology Ward

Hemodynamic and Cardiovascular  
Intervention Unit

### Floor 4

Medicine Ward I

Medicine Ward II

### Floor 3

Special Surgical Ward

Gastroenterology/Medicine Ward

### Floor 2

Surgical Ward I

Surgical Ward II

### Floor 1

Orthopaedic Ward I

Orthopaedic Ward II

### Floor 00

Diaton (Nuclear Medicine Services)

Friends of the Hospital League

Volunteer Services

### Floor 01

General emergency services

Adult Short Term Admissions

## G

### Floor 00

General secretary

Patient Management Services

IT Services

Hospital Board

### Floor 01

Imaging

### Floor 02

Physiotherapy and Rehabilitation

## H

### Floor 01

Paediatric Emergencies

Short Term Paediatric Admissions

Day Hospital

### Floor 02

Outpatient surgery

## I

### Floor 01

Clinical laboratory analyses

Blood bank

### Floor 02

Outpatients

## J

### Floor 01

Obstetric emergencies

Gynaecological emergencies

Delivery rooms

Surgery block

### Floor 02

Special Examinations

## L

### Floor 02

Outpatients



## ACCESS

### How to reach the hospital

The hospital is connected to the city centre by a network of public transport services.

The hospital also has a taxi stand near the general emergency room and has ample parking facilities.

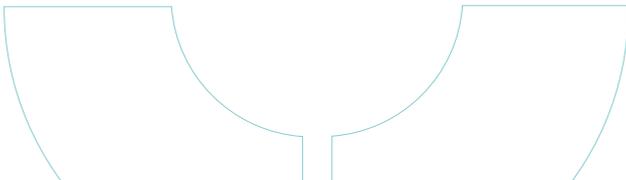
### How to access the building

The hospital building can be accessed through:

**The main entrance**, through which patients are admitted to the hospital services.

**Outpatient services** can be accessed directly through the building where the respective consultation, examination and analysis facilities, outpatient surgery unit, day hospital, psychiatry unit, etc. are located

### Emergency services





## PATIENT'S RIGHTS AND DUTIES

### Rights - Patients have the right:

- To be treated with respect for human dignity;
- That their cultural, philosophical and religious convictions be respected;
- That the appropriate care for their state of health be explained clearly to them;
- To access continuous care;
- To be informed on existing health services, their competencies and levels of care;
- To be informed on their state of health;
- To obtain a second opinion on their state of health;
- To give or refuse their consent before any medical procedure or participation in clinical research or tests;
- That all the clinical information and identifying elements pertaining to them be held in strict confidence;
- To be able to access the data contained in their clinical records;
- Privacy during any and all medical procedures;
- To present suggestions or complaints in person or through a representative.



**Duties - Patients' duties include:**

- To look after their state of health. This means that they must seek to ensure as complete a recovery as possible and must also participate in promoting their own health and the health of the community in which they live;
- To provide their healthcare professionals with all the necessary information to obtain a correct and suitable diagnosis for treatment;
- To respect the rights of other patients;
- To co-operate with the healthcare professionals, respecting the instructions recommended to them, which they have accepted freely;
- To respect the rules so as to ensure the smooth functioning of the hospital's health services;
- To use the health services in an appropriate manner and to actively co-operate to reduce costs.



## Centro Hospitalar de Leiria-Pombal, E.P.E.

Rua das Olhalvas  
2410-197 Leiria

+351 244 817 000



MINISTÉRIO  
DA SAÚDE

### Patient's Office

+351 244 817 013

[gab.utente@chlp.min-saude.pt](mailto:gab.utente@chlp.min-saude.pt)

### Outpatients

+351 244 817 022 / 244 817 023

[sec.consultaexterna@chlp.min-saude.pt](mailto:sec.consultaexterna@chlp.min-saude.pt)

### Imaging (Rx, echography, etc.)

+351 244 817 019

[sgd.imagiologia@chlp.min-saude.pt](mailto:sgd.imagiologia@chlp.min-saude.pt)

### General Emergency Services

+351 244 817 034

[sgd.urggeral@chlp.min-saude.pt](mailto:sgd.urggeral@chlp.min-saude.pt)

### Pediatric Emergencies

+351 244 817 014

[sgd.urgped@chlp.min-saude.pt](mailto:sgd.urgped@chlp.min-saude.pt)

### Gynaecological/Obstetric Emergencies

+351 244 817 015

[sgd.urgobst@chlp.min-saude.pt](mailto:sgd.urgobst@chlp.min-saude.pt)

### Patient Management Services

+351 244 817 024

[sgd.secretaria@chlp.min-saude.pt](mailto:sgd.secretaria@chlp.min-saude.pt)