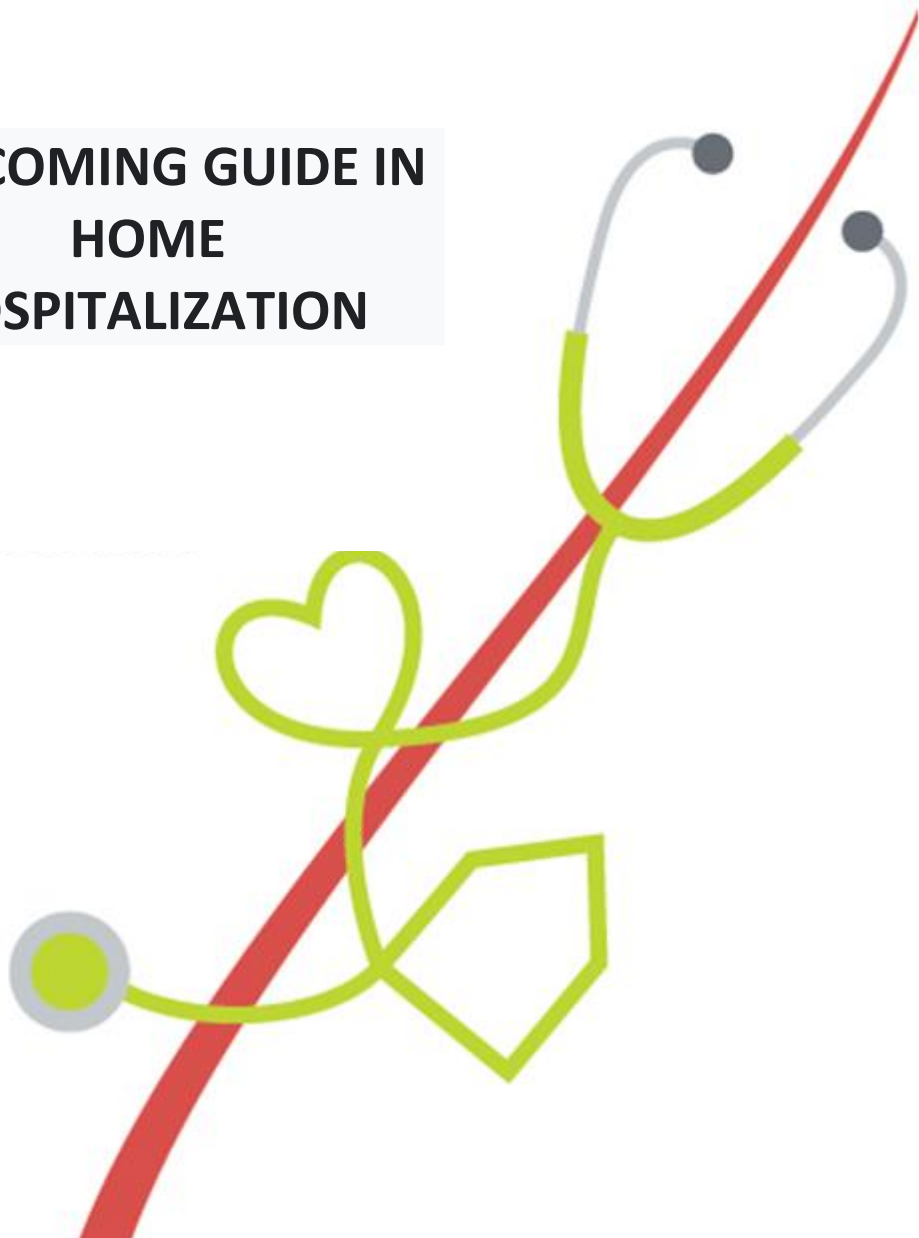




WELCOMING GUIDE IN HOME HOSPITALIZATION



This Welcoming Guide is intended for the user, caregiver or family member of the patient admitted to the Home Hospitalization Unit (HHU) of Centro Hospitalar de Leiria (CHL).

It contains essential information for you who cares about your well-being and getting the best care. The health team is available for any explanation.

The Home Hospitalization is a model of hospital care for the acutely ill, which is characterized by providing hospital-level care at home.

You will be assisted in your home by a multidisciplinary health team that will be responsible for your treatment.

Home visits are carried out daily and can be by a single person (by just 1 professional) or multidisciplinary (by 2 or more team members).

Admission is voluntary and after completing the **Informed Consent**.

It is necessary to have a **Caregiver**, a person designated by the patient or their legal representative who ensures the articulation between the patient and the UHD.

The **Home Hospitalization Unit** ensures care on time for patients, within high standards of quality, effectiveness and humanization, by a multidisciplinary health team that will be responsible for your treatment.

It also guarantees the preservation of patients' intimacy and privacy at all stages of healthcare provided, the confidentiality of the information obtained regarding each patient and the right to a second medical opinion, in which you will be provided with all the complementary diagnosis exams conducted.

The HHU also guarantees that all clinical cases of hospitalized patients are discussed in a Multidisciplinary Meeting to adapt the best strategy in the treatment of each patient, following the international standards existing (“Guidelines”).

CLINICAL INFORMATION

Clinical information regarding the patient's clinical evolution is provided in person during the medical visit, in the presence of their relatives/caregivers, as they wish. Exceptionally, information may be provided by telephone after identification of the family member (through the Clinical Secretary).

ACCESS TO CLINICAL PROCESS DATA

All patients have the right of access to clinical information on their Medical File (Law nº 26/2016 of 22 August and RE.CHL.009 - Regulation on Access to Administrative Documents (RADA)). Ask the Clinical Secretary from the HHU.

TRANSFER OF CARE AFTER DISCHARGE FROM HHU

At the time of discharge, the patient/caregiver is given a Discharge Letter with the relevant information about the hospitalization. The HHU team coordinates with the Family Doctor and Nurse/ECCI in order to transfer the patient's care.

SERVICES PORTFOLIO:

1. Typology of care provision:

- Initial evaluation of the patient after referral from conventional hospitalization, external consultation, emergency department or external entities;
- Assessment of the caregiver as a care provider;

- Definition and implementation of medical, nursing, social and nutritional care plans;
- The daily providing of care at home;
- Clinical investigation through complementary exams of diagnosis (MCDT);
- The assessment and register of vital signs;
- Administration and register of medication;
- Assessing the needs of the patients and caregivers, intervening in their education;
- Preparing for discharge by interacting with other care providers from the beginning of the hospital stay;
- Ensure the return to conventional hospitalization in case of worsening or if the patient requests so.

2. Typology of patients to be hospitalized:

- Acute infectious pathology with indication for intravenous antibiotic therapy
- Acute or decompensated chronic pathology
- Patients in a terminal/palliative stage who, temporarily, needs complex therapeutic care and procedures under the exclusive responsibility of the hospital.

3. Diagnostic and therapeutic procedures that can be performed in the HHU at the patient's home or at the base of the unit

4. Home visits

5. Consultancy of other specialties and realization of MCDT

6. Doctor's appointments

NUTRITION AND DIETARY UNIT

The Nutritionist performs the assessment of nutritional status, establishes the nutritional diagnosis and prepares an individual nutritional plan, with subsequent follow-ups whenever necessary, in patients at nutritional risk or with special dietary needs. It also promotes food education for the patient and/or caregiver, together with the multidisciplinary team.

SOCIAL SERVICE

The HHU Social Worker clarifies the rights and benefits you may have in case of illness, dependency or disability, identifies community resources in terms of social support and provides you with psychosocial support in your situation of illness or that of your family member.

VOLUNTEER TRANSLATORS

CHL has a group of translators that facilitate communication between users who do not speak Portuguese and their Health Team. The SOS Imigrante Line is also available - 808 257 257 (or 21 8106191 through the mobile network). The translation can also be done through mobile applications.

According to articles 4, 5 and 6 of the law n.º 9323-A/2018, patients hospitalized in HHU and their family members/caregivers have the following rights and duties.

PATIENT'S RIGHTS

- a)** Choice of health care services and providers, to the extent of the available resources;
- b)** Declare freely and in an informed consent or refusal to provide health care;

- c) Receive care within the HHU, appropriate to the complexity of the situation and the person's needs;
- d) To be informed about their medical condition, if that is their wish;
- e) Receive objective and rigorous information about conditions of internment and/or domiciliation;
- f) Participate in decisions about the care provided to them, namely for the purpose of determining conditions, limits or interruption of treatments;
- g) Ensure your privacy and the confidentiality of personal data;
- h) Request a second medical opinion and, in this case, all the complementary diagnosis exams conducted will be provided.
- i) Continuity of care and coordination between providers;
- j) Religious assistance, regardless of religion;
- k) To be accompanied by a family member and/or caregiver, in accordance with the law.

All intentions and wishes expressed by the patient or recorded in their Living Will (available at RENTEV) will be considered and valued.

FAMILY AND/OR CAREGIVERS RIGHTS

- a) Participate in the choice and decision of access to the HHU;
- b) Receive information on the patient's clinical status, if that is the patient's wish;
- c) Participate in healthcare decisions;
- d) Receive objective and rigorous information about the operating conditions of the HHU.

DUTIES OF THE PATIENT AND CAREGIVER

- a) Provide health professionals with all the information necessary to obtain a correct diagnosis and appropriate treatment;
- b) Respect the rights of other patients;
- c) Collaborate with health professionals, respecting the indications given and freely accepted;
- d) Respect the operating rules of health services with a view to ensure the common good;
- e) Use health services appropriately and actively collaborate in reducing unnecessary expenses;

EVALUATION OF CARE PROVIDED

Inpatient Satisfaction Survey

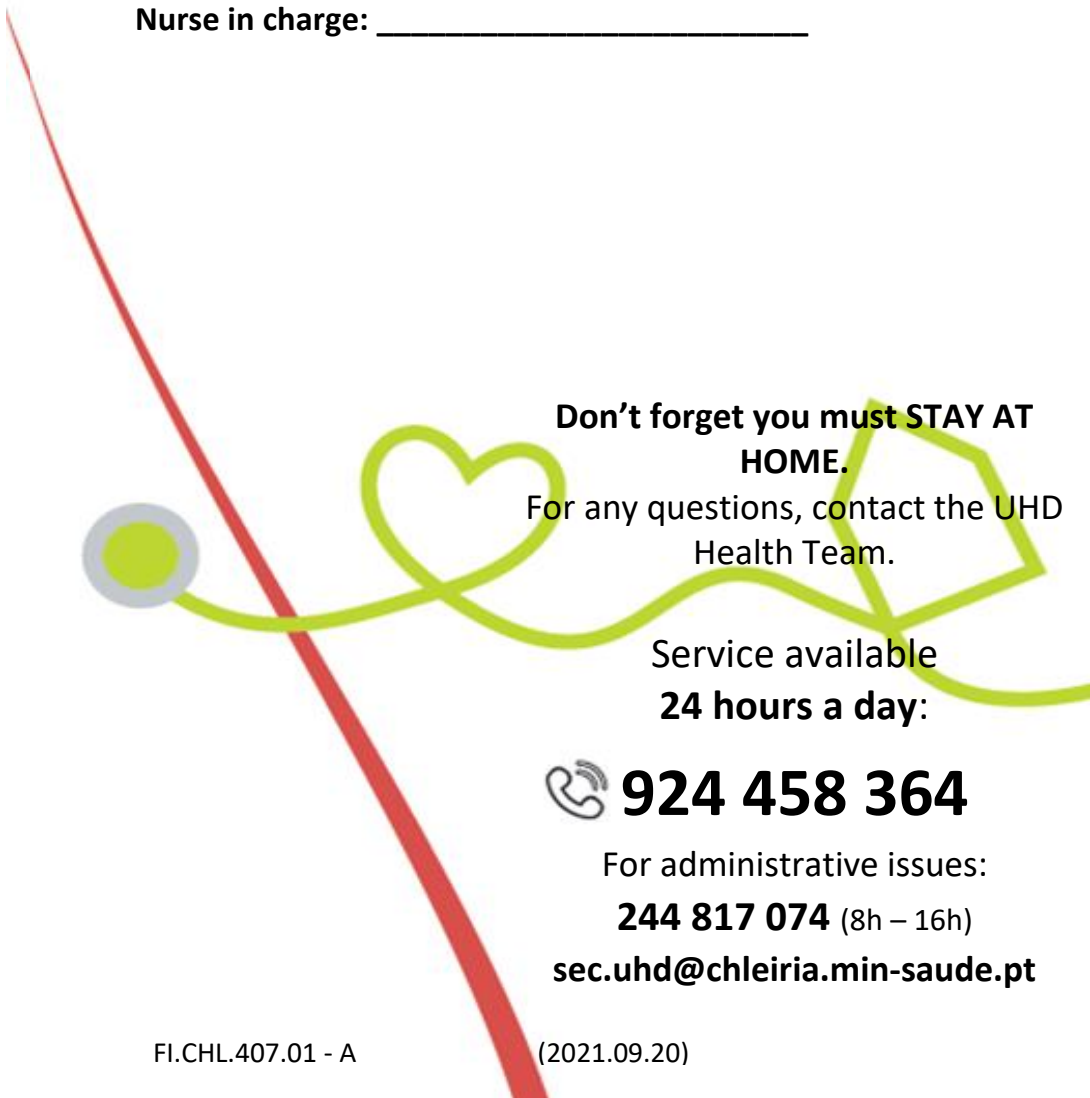
In order to improve the quality of the HHU, a survey is given to all patients at admission to evaluate the degree of satisfaction of users/caregivers during hospitalization, to which we would appreciate a sincere response.

All users/caregivers have the right to submit Suggestions, Complaints (Yellow Book of Complaints) and Acknowledgements, which are monitored by the Social Service and the HHU Coordinators, in order to implement the most appropriate actions of improvement. This can be done in person at the Gabinete do Cidadão or at any other department with public attendance in the hospital or through email: gabinete.cidadão@chleiria.min-saude.pt

During your hospitalization at the HHU, you will be assigned:

Doctor in charge: _____

Nurse in charge: _____



Don't forget you must STAY AT HOME.

For any questions, contact the UHD Health Team.

Service available
24 hours a day:

 **924 458 364**

For administrative issues:

244 817 074 (8h – 16h)

sec.uhd@chleiria.min-saude.pt