



OUTPATIENT

Patient and family guide

At **Hospital San Vicente Fundación Rionegro** we are committed to your well-being. We work every day to provide you with close, humanized, and safe care. **Therefore, we invite you to read this guide that contains important** elements in your care and recovery process.

KNOW YOUR **RIGHTS**

TO CHOOSE

To make free, conscious, and informed decisions about your treatment, participation in teaching and research activities, and organ donation.

TO A DIGNIFIED TREATMENT

To receive humane treatment, respecting beliefs, and customs, recognizing pain as an aspect that generates vulnerability in people.

TO EXPRESS

To communicate complaints, suggestions, and compliments through the established feedback mechanisms, and to receive a timely response.

TO RECEIVE THE BEST CARE

To be cared for in a timely and safe manner.

TO BE INFORMED

To receive clear, sufficient and continuous information.

CONFIDENTIALITY

Confidentiality regarding the patient's clinical information.

KNOW YOUR **DUTIES**

TO RESPECT

To treat staff with respect and take care of the facilities.

SELF-CARE

To become aware of the body and its needs in order to develop behaviors that promote physical and mental health.

SOLIDARITY

To act responsibly in situations that endanger the life or health of people.

TO COMMUNICATE

To provide the necessary information for your care.

TO ATTEND

Attend appointments on time and follow the rules of coexistence within the Hospital.



SAFETY IN CARE IS ONE OF OUR PRIORITIES.

WE INVITE YOU TO PARTICIPATE TAKING INTO ACCOUNT:

1. The staff that is going to care for you must verify your identification before any care.
2. Inform the healthcare personnel which medications you usually take and cases of allergy you have suffered. Take into account the vitamins, bioenergetic drugs, and dietary supplements you are taking.
3. When you are given the medical prescription, check that you can read and understand it.
4. Your doctor should tell you: how to take the medicines - what the possible effects are and what to do if they occur - what foods, drinks, and activities to avoid when you are taking the medicines.
5. If you need assistance with mobility (cane, crutches, walker, wheelchair, prosthesis), continue its use during the care in the Hospital.
6. The staff of Hospital San Vicente Fundación Rionegro offers you information and education about your health event and treatment, to facilitate your self-care. Make sure you understand the information provided and do not hesitate to ask questions.



7. If you are a visitor or companion and you have respiratory or gastrointestinal symptoms, avoid coming to the Hospital. When you recover, we will wait for you again. If necessary, always wear a mask, covering your nose and mouth.
8. Provide a quiet and calm environment.

The Hospital is not responsible for the control and loss of the patient's and/or companion's personal belongings.

Maintain **open communication with the healthcare team** allows for the identification, establishment of goals and interventions to meet the objectives proposed during the care.

SOME QUESTIONS YOU MAY FIND USEFUL:

1. What does my illness consist of?
2. Why do I need this treatment?
3. What tests are going to be done?
4. Are there alternative treatments other than this one?
5. What are the risks of the treatment and/or procedure to be performed on me?
6. What are the possible complications?
7. How should I take care of my diet and medications?
8. What is the process to be followed?



If you have any doubts, ask the necessary questions until everything is clear.

IF YOU REQUIRE SURGERY, PLEASE KEEP IN MIND:

The medical staff has the responsibility and obligation to explain to you the benefits and risks of surgery. Be attentive to this information, and if you do not understand, ask questions.

1. What does the surgery consist of?
2. What are the benefits of this surgery?
3. What are the risks of this surgery?
4. What care should I take before and after the surgery?
5. How long will it take to recover and how many days of disability will I have?
6. If I decide not to have the surgery or to postpone it for a while, what can happen to me?



Also, inform the staff if you have ever had complications with anesthesia.

INFORMED CONSENT

It is the document that the person **signs to authorize** or refuse treatment, surgeries, or procedures, after understanding the **benefits and risks** that may occur.

In the case of people who are not capable of making decisions or minors, it corresponds to authorize who is established by law.



MEDICATION USE

If you have any doubts **about the use of your medications**, please contact the pharmaceutical chemist by e-mail: medicamentosce@sanvicentefundacion.com

PATIENT EXPERIENCE

The Hospital aims to provide patients and their families with **memorable experiences throughout their care process**, offering compassionate attention delivered by a staff that is courteous, service-oriented, and fully focused on the patient as the center of all activities.

Your feedback is very important to us, as it helps us improve the quality of our services every day. We invite you to share your thoughts, comments, or suggestions.

Email: experienciadelpaciente@sanvicentefundacion.com

Phone: (604) 444 87 17 Ext. 4995

Patient Experience Office: Main Floor - Tower C

Demonstration mailboxes

www.sanvicentefundacion.com



Loyal to our mission to serve others, we are committed to offer service with courtesy, willingness, trust, prudence and compassion.

MECHANISM OF EXPRESSION

Your satisfaction is our priority. Find more information and **share your opinion** by scanning this code.



SPIRITUAL SUPPORT

Our chapel **is located on the -1 floor of the Tower A**. The Eucharist is celebrated every day at 11:00 a.m. with a day of rest.

EVACUATION PLAN

What should you do in case of an emergency?

The Hospital has an emergency plan and trained personnel to help you.

1

Remain calm



2

Follow instructions



3

You will be moved to a safe place



PROPER WASTE MANAGEMENT

Black: Ordinary

Napkins, hand towels, aluminum foil, snacks wrappers and food scraps.

White: Wet recyclables

Plastic and glass containers, plastic disposable cups, tetra packs and wet tissue packaging.

White: Dry recyclables

Newsprint, photocopying and printing, cardboard boxes, plastic bags and CDs.

Red: Hazardous

Syringes, personal protective elements such as gloves, masks, caps and absorbent cotton.

HAND HYGIENE IS FOR YOUR SAFETY

Hand hygiene is one of the most effective actions in infection prevention.
Remember:

Hygienize or wash your hands before consuming food or medication.

Wash and dry your hands after using the restroom, changing a diaper, or picking up pet waste.

Caregivers and visitors should sanitize or wash their hands before having contact with you.

HOW TO WASH YOUR HANDS

Wash your hands only when they are visibly dirty! Otherwise, use the alcohol solution.

Duration of the whole procedure

Using water and soap: 40-60 sec

Wet your hands with water and apply liquid soap to your palms.



Rub the palms of your hands together.



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



Rub your left thumb in a rotating motion, clasped in the right palm, and vice versa.



Rinse your hands with water and dry them with a disposable towel.



Using alcohol solution: 20-30 sec

Apply a dose of alcohol-based solution to the dry palms of your hands.



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



Rub the backs of your fingers against the opposite palms, holding your fingers.



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



Allow your hands to air dry.



IN OUR HOSPITAL WE EMBRACE
ALL THE EMOTIONS
AND WE ACCOMPANY THEM WITH
THE EMPATHY THEY DESERVE.

**IN CALMNESS WE ALL
LISTEN TO EACH OTHER**

It is **NOT allowed** to take pictures or videos in the Hospital, **nor is it allowed** to carry or use weapons, or to consume alcohol, cigarettes, or psychoactive substances. In case of detection, the corresponding authorities will be notified.



**THIS AFFECTS THE
SECURITY AND PRIVACY**

NATIONAL POLICE CODE:

Provides for fines for those who publish photographs of other people taken in private places.
Law 1801 of July 29, 2016.

www.sanvicentefundacion.com

You can find us on:



Vereda La Convención Km 2,3 vía Aeropuerto - Llanogrande, Rionegro, Colombia