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DE SAÚDE



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# Patient Welcoming Guide





# Welcome to Centro Hospitalar do Médio Ave!

**With this guide we want to introduce you our services, for you to be able to use them in a more efficient and safe manner.**

**We exist to take care of your health and the health of the community that we serve.**

We will do our best to satisfy your health needs, in a human and personalized way. Please be part of your care, taking responsibility for your health, following our recommendations, and presenting your suggestions, as an input for CHMA improvement.

**We hope you get well soon!**

## Informative Leaflets

CHMA and its services have available a range of leaflets and booklets, with more specific information, namely for:

**Support in the decision making process and in the consent process for clinical procedures that you might need;**

**Support to health education;**

**Support to welcoming to some specific services (for instance accident & emergency, paediatrics, day hospital, social service, palliative team, etc).**

You can find them or through your Healthcare team, or in strategic places, available for consultation. They are also available, for consultation and download, in CHMA website ([www.chma.pt](http://www.chma.pt)).

### CHMA

Centro Hospitalar do Médio Ave, E.P.E., (CHMA), was created in 2007, through the Decreto-Lei nº50-A/2007, of february 28th.

It serves a population with about 250 000 inhabitants from the towns of Vila Nova de Famalicão, Santo Tirso & Trofa.

It includes 2 Hospital Units, the Santo Tirso Unit and the Vila Nova de Famalicão Unit, with a total of 250 beds and approximately 1 200 members of staff.

### Mission

To deliver quality healthcare to all population, in an integrated way, with high levels of competence, rigor, zeal and excellence, through an easy access service network, with high level social and technical efficiency, that allows health gains. Also cooperates in the development of health programs, of regional and/or national scope, promoted by the government or third party partners.

### Vision

To contribute to enlarge and improve people access to CHMA services, and to enhance the utilization of the existing resources, through a quality service, in usefull time, with efficiency and humanity, within the available resources and the installed capability.



## Available Services

CHMA makes available several medical and surgical specialties, complementary services of diagnostic and treatment and support services.

There are services, that for a resources and competence maximization, are centralized in one of the Hospital Units (Famalicão or Santo Tirso), but with articulation between both facilities, making available the same resources and technical knowledge.

- **Obstetrics and Gynaecology**  
(It includes Delivery Room)
- **Paediatrics and Neonatology**
- **Orthopaedics**
- **Intermediated Care Unit**
- **General Surgery**  
(It includes Breast Clinic)
- **Internal Medicine**
- **Mental Health**
- **Pneumology**
- **Cardiology**
- **Oncology, with Day Hospital**
- **Ophthalmology**
- **Ears, Nose and Throat**
- **Anaesthesiology**  
(It includes Pain Unit)
- **Neurology**
- **Gastroenterology**
- **Operating Theatre**
- **Ambulatory Surgery**
- **Accident and Emergency with medical and Surgical scope**
- **Basic Accident and Emergency**
- **Nutrition and Dietetic.**
- **Medical Emergency Vehicle**
- **Outpatient Department**  
(Ambulatory Center – it includes Clinic for Women and Children and Special Exams)
- **Immediate Life Support Ambulance**
- **Imagiology**  
(Includes Conventional Radiology, Ultra-sound, CT Scan, Interventional Radiology)
- **Clinical Pathology**
- **Imunohaemotherapy with Day Hospital and Blood Bank**
- **Rehabilitation and Physical Medicine (Physiotherapy)**
- **Pharmaceutical Services**
- **Social Services**
- **Sterilization Services**
- **Palliative care Intra-Hospital Support Team**
- **Oral health**
- **Home Hospitalization Unit**
- **Psychology**
- **Discharge Management Team**

## What you should bring to the hospital:



Identity card



Family or Friend  
contact details



Relevant  
information about  
your health  
condition

(pre-existing diseases,  
current medication,  
allergies, etc.)



Whenever you  
come to make  
exams, it is  
important to bring  
past exams  
results



The mobile phone,  
as long as you can  
take responsibility  
for it.



## 3. PATIENT RIGHTS AND DUTIES



### THE PATIENT HAS THE RIGHT

- To be treated with respect for human dignity.
- To be respected in his / her cultural, philosophical and religious convictions.
- To receive the appropriate care to his/her health condition, preventive, curative, rehabilitation or terminal care.
- To receive continuous care / tertiary care.
- To be informed about the existing health services, its competences and levels of care.
- To be informed about his/her health situation.
- To obtain a second opinion about his/her health situation.
- To give or to refuse consent, before any medical act or participation in research or clinical teaching.
- To the confidentiality to all clinical information and his/her identification elements.
- To have access to the data recorded in his / her health record.
- To the privacy in all and in any medical act.
- By him/her or whom may represent him/her, to present suggestions and complaints.



### THE PATIENT HAS THE DUTY TO:

- Take care of his / her health situation.
- Give to Healthcare professionals all the information needed for a correct diagnosis and adequate treatment.
- Respect the rights of other patients.
- Cooperate with Healthcare professionals, respecting the indications given and by him/her freely accepted.
- Respect the organisation of the health services.
- Use the health services in a appropriate way and cooperate actively in the reduction of unnecessary expenditure.

# Inpatient



## TEAM:

In inpatient wards you will be cared by a multidisciplinary team, with nurses, physicians, auxiliary staff, and an administrative, to give support.

The service has a Director and a Chief Nurse, that are responsible for the organization of the service.

There are also other staff members, that although not directly integrated in the team of the service, they actively cooperate with all services, like superior technicians of complementary means of diagnosis and treatment, social workers, psychologists, nutritionists, among others.

You will have a doctor accountable for your treatment, and it may exist communication and articulation between the several team members.

## WHAT YOU SHOULD BRING IF YOU ARE GOING TO STAY IN THE HOSPITAL

- You should only bring what is essential for your stay and recovery.
- Some clothes, fit to an inpatient stay (pyjama, robe, underwear) and personal hygiene items; don't bring a big quantity, as the available closets are relatively small.
- Books and magazines, if you wish;
- Any electrical or electronic equipment, as long as you are responsible for it, should even so be reduced to a minimum and inform the Healthcare team when being admitted to the service, to validate that it possesses "CE / EC" register, and that it doesn't create electrical or fire hazards in the institution electrical sockets. It may be necessary to validate it with CHMA technical / maintenance service.



## WHAT YOU SHOULD NOT BRING

- Money or other valuable objects, namely adornments, as earrings, bracelets, rings, etc;
- Tabaco: it is bad for your health, and it is forbidden to smoke in hospital buildings, including bathrooms and coffee bars;
- Food: if you have specific habits or needs you should inform the Healthcare team during the initial Healthcare assessment, to be considered in your diet;

The consumption of food from the outside and extra diet can only be made with authorization of the healthcare team. If authorized, it should be stored in a place to be indicated by the healthcare team.



## Goods, valuables and clothing

As a rule, it will be asked to sign a responsibility assumption form for your values, and as such can keep them with you.

**If your health condition doesn't allow you to take responsibility for your goods, it will be necessary to make a formal collection and storage of your values, in a documented way.**

**Clothes and shoes that are under CHMA storage & responsibility that are not claimed in 60 days after it is made, revert to CHMA.**

**Goods and values that are under CHMA storage & responsibility that are not claimed in 1 year, revert to CHMA, and are sold in public auction, according to the legislation.**



## Meals For Patients

Preparation of meals are supervised by the Nutrition and Dietetics Unit, to assure a balanced and adequated feeding to each patient.

When being admitted to an inpatient ward, your diet will be prescribed by the Healthcare team, accordingly to the diet manual of CHMA. Don't Forget that the meals are an integrant part of the treatment, and as such your cooperation is essential.

**NOTE:** In case of special needs, as food allergies or intolerances, the patient or relative should communicate it to the Healthcare team, as soon as possible.

## FOR RELATIVES / COMPANIONS

The right to have a meal is assured according to the Portuguese legislation, and as such it is free for the **paediatric** relative.

The meal choice (lunch and dinner) it is made in the hospital restaurant, in ground floor.

### Obstetric Service companion:

The law doesn't not define the payment by the hospital of this meals. Nevertheless, if you want to eat here and want to assume this cost, it can be taken to the service, and as such you can be with your relative.

### The meals in CHMA are served in the following schedule:

The Schedule may vary due to patient and/or service convenience.

<b>8H — 8H30</b> <b>Breakfast</b>	<b>12H</b> <b>Lunch</b>	<b>19H</b> <b>Dinner</b>
<b>10h30</b> <b>Middle of Morning</b> (only some diets)	<b>16H</b> <b>Middle of Afternoon</b>	<b>21H30</b> <b>Supper</b>

### The meals for the companions are served in the following schedule:

<b>8H — 10H</b> <b>Breakfast</b>	<b>12H — 14H30</b> <b>Lunch</b>
<b>9h — 10H</b> <b>Middle of Morning</b> (only some diets)	<b>19H30 — 21H</b> <b>Dinner</b>

## Visits & Companions

### CHMA promotes the participation and presence of the meaningful cohabitant of the patient in his/her recovery process.

For this, it has a visit regulation that assures that the access of this meaningful cohabitants, according to service specificity and patient clinical condition, and as such obeying to the rules and legislations applicable.

When being admitted to an inpatient ward the patient should identify his / her meaningful cohabitant to the nursing team. This person will then identify in the reception desk the rest of the meaningful cohabitants, that will have access to patient's visits.

In specific situations, coordinated with the Healthcare team, and whenever possible, involving the patient, it is possible to have additional and exceptional visits, for justified reasons.

According to the legislation, and safeguarding the recovery and the participation and involvement of the family, there are specific situations, namely in patients with a disability, in paediatrics, in obstetrics, and in accident and emergency service, whenever permitted by the conditions, when it is authorized to have the permanent presence of a companion.

### The general visit Schedule, is from 12 o'clock to 20 o'clock, with exception for some specific situations, identified in the regulation

(for instance patients in isolation, during procedures where visits cannot be present, etc.) It is **from 12h to 20h**.





## Information to relatives

As a rule the clinical information is given directly to the patient, whenever he/she is conscious and oriented. In this situations, the information to the relatives should be done by the patient. Nevertheless, the patient has also the right of not being informed, and can delegate this role to a reference person clearly identified for this.

In the event that the patient is not capable, the information is given to the meaningful cohabitant, identified in admission.

In the situations where it is applicable to give the information to a reference person / meaningful cohabitant, whenever authorized by the patient or by his / her interest, there is a defined period, between 12 and 13 in working days, in each inpatient service.

Considering the specificities and routines of the services and the hospital, and to have a more effective communication, the preferable moments for information should be articulated with the physician in charge.

In what regards to the Intermediate care unit and in short term inpatient areas (accident and emergency service) the information periods are adapted to the specificities to this services, and as such you should seek information in this specific services.

## Discharge

Your discharge is planned previously by the multidisciplinary team, and you will be informed in advance. When leaving CHMA you will receive a document, that will be available through the Electronic Health Record, for the primary care team.

If you wish (for instance to give in the insurance company) you can request a hard copy.

You should inform if you need any other documents, as for instance an inpatient time declaration, a certificate of temporary incapacity, or a declaration for your enterprise / company.

When the discharge is planned for the national network of continuous/tertiary care, the legal procedures will be followed in articulation with the discharge management team and / or with the intra-hospital palliative care support team, according to your situation.

### Safe Discharge

**CHMA has procedures to avoid exits that are not formalized / not authorized, that can occur if the patient has a confusion period.**

Cooperate with us, and take with you the discharge authorization form validated by the nursing team, that should be delivered in the main reception, to the security team.



# Ambulatory Surgery

Ambulatory surgery service is located in Santo Tirso and it is used for surgical procedures that fulfil specific requirements, having the advantage of enhancing patient's autonomy and reducing his / her hospital stay.

Discharge can be given until 23 hours after surgery.

## Needs for Admission:

- Fasting for liquids and solids (6 hours previous to surgery);
- To have someone responsible to escort you on discharge;
- To have the phone contact details of the person who is going to escort you;
- To have information about your usual medication;
- Do not bring values (Money, gold, ...);
- Do not bring makeup, piercings or artificial or painted nails;
- To bring slippers;
- To have a full bath, with the indications that will be given previously, to prevent infections;

Lorem ipsum

## Stay

During your stay you should stay with hospital clothes, and it is a place where visits are not allowed (minors will have a relative).

You will have access to your mobile phone and other belongings after surgery.

## Discharge Principles

- Discharge time will be defined by the healthcare team;
- You can't drive (you will receive instructions, depending on the type of the surgery, of when you will be allowed to drive again; as such you will need an escort);
- In the discharge day other informations regarding care and safety in your home will be transmitted.







# Accident and Emergency

**CHMA has 2 accident and emergency (A&E) services, a basic A&E in Santo Tirso Unit and a A&E with medical and surgical capability in Vila Nova de Famalicão Unit.**

- A&E is a place frequently overcrowded due to non urgent situations.
- In the event of a minor severity situation, you should address, in first place, to the primary care of your home area;
- You can also use the Health Line “Saude 24” (808 24 24 24);
- In case of emergency, you should call 112, giving all requested information; in more urgent situations, this contact can originate a more rapid and effective approach;
- The register in reception of A&E is made by the patient or some person that comes with him/her, as long as they bring the needed identification documentation;
- When doing the registration, and if you don’t have tax exemption, you should pay the access moderating tax, not dependent of the following attendance;
- After register, there is an outer waiting room, where you will need to wait to be called for triage;
- CHMA A&E uses the manchester triage system, that allows the patients to be seen and assisted according to their priority, this means that you will be seen according to the severity of your situation, not dependent of the time you arrived at the hospital;
- The figure indicated times are target times, that can vary due to A&E affluence.

<b>Red</b> Emergent	<b>IMMEDIATE</b> <b>ATTENDANCE</b>
<b>Orange</b> Very urgent	<b>ATTENDANCE</b> <b>within 10 minutes</b>
<b>Yellow</b> Urgent	<b>ATTENDANCE</b> <b>within 60 minutes</b>
<b>Green</b> Minor Urgent	<b>ATTENDANCE</b> <b>within 120 minutes</b>
<b>Blue</b> Not Urgent	<b>ATTENDANCE</b> <b>within 240 minutes</b>

You can find more information in the A&E specific leaflet.



# Obstetric A&E / Delivery Room

**CHMA has an Obstetrics and Gynaecology Urgency and Emergency service, located in the 1<sup>st</sup> floor of Famalicão Unit.**

Whenever you need an urgent support in this area, you will be admitted through the general A&E, and afterwards escorted to this specific area, with specialized staff in Obstetrics.

It's a service prepared for birth delivery, with permanent support of Anaesthesiology, for pain management (including epidural), permanent support of paediatrics, to assess and support the new-born, as well as a set of facilities, equipment's and techniques to help a delivery as humanized as possible, always safeguarding mother, fetus and new-born safety.

If you need a C-section, as it is necessary in some situations, delivery room is near the operating theatre, making the moving of the patient and team easier, as well as facilitating a quicker intervention, assuring mother and child safety.



# Consultations, Day Hospital, Exams

CHMA has a set of ambulatory services, that represent the most part of its activity and of the contact with patients.

You will be always informed, by letter or phone, of any scheduling with our Institution. Take note of the day and schedule, to avoid forgetting. It is important to be in the hospital 30 minutes before, but it is not advisable to come too soon.

When you arrive to the specific service, you should go to the reception, where you need to identify yourself and follow the instructions given by the staff. In some places there are already electronic “Kiosks” in the entrance (namely for consultation), for your convenience on making the registration; if it is the first time using them, you can ask a member of staff to help you.

In all areas, no matter if it is consultations, special exams, day hospital, or complementary services of diagnostic and/or treatment, there are waiting rooms that allow you to wait for your turn. In here it is common also to have health education information and general information about CHMA.

## Day Hospital

Day Hospital it is a model of clinical attendance for differentiated care delivery and where the permanence in the healthcare establishment is less than 24 hours.

The Medical Oncology Day Hospital is intended for all oncologic patients, doing anti-cancer treatments and chemotherapy treatments, hormonotherapy, or any support medication within oncology disease, in ambulatory regimen.

All patients may have a companion with them during all time that they are in Oncology Day Hospital.

## Special Exams

In Famalicão Unit Ambulatory Service special exams are conducted, where it is included gastroenterology, with digestive endoscopies, as well as bronchology and chest exams, namely flexible broncoscopy. When necessary, biological products are collected for microbiological studies and histology studies.

There is a specific space for this exams, with arrangements for sedation and recovery room.

There are specific areas for imaging, for blood tests, and for obstetrics and paediatrics attendance – in this case woman and children clinic, with a custom space fitted to their special needs.



# Patient Safety

## Envolvement in your Care

Your safety is a priority for CHMA and its staff.

Your safety is a right, but also a duty. Involve yourself, question, and above all, obey to the guidance given by the health team.

## Consent

It is part of your rights and responsibilities to consent the procedures and exams that are performed to you.

It is understandable that, for some common and routine procedures, and bearing in mind that you came freely and proactively to the hospital, you are implicitly consenting them.

Nevertheless, for more invasive or risky procedures (like for example surgeries, endoscopies, biopsies, transfusions) written consent should be requested, for which you should be duly clarified. The staff will explain what you need to know for an informed decision, but we also have several leaflets (on paper and in CHMA website) that help in this clarification.

Consent will only be presumed in emergency situations, where the healthcare professional consider that obtaining the consent may cause delays that put your life at risk.

For more information, you can consult the Health General Direction (DGS) Standard number 015/2013.

## Safe Identification

It is defined, both by World Health Organization and by the General Health Direction, the importance of safe identification of patients, the definition of procedures to minimize errors that, unfortunately, may occur, inclusively by the non-participation of the patient in his / her identification confirmation.

### **Reassure yourself, when coming to the hospital, that your identification information is updated and correct.**

If you stay as an inpatient, or submitted to day surgery, you will wear a bracelet with your identification, including full name, date of birth, and the unique number of your CHMA health record.

Please confirm that the information in your bracelet, or the one from your relative, are correct. Assure that this is always confirmed by the healthcare team.

Don't be surprised if your full name and date of birth are asked several times – it is part of the safety procedures.

If you notice that your date is not legible, ask for the bracelet or label to be substituted

### **Help us to help you!**



## Fall prevention

It is acknowledge worldwide that fall risk in hospital is high.

Patients are in an environment that they are not used to, with different routines, and sometimes doing new medication.

### **Follow the recommendations of the Healthcare team.**

Whenever advised, ask help to move yourself, ringing the bell to ask for support. If possible, try to use non-slip shoes or socks (for persons that have difficulty in walking, slippers are not a good choice).

### **Help us to help you!**



## Pressure Sores Prevention

Immobility, in a hospital bed or at home, the changes in the resistance of our skin, deficiencies in nutrition / feeding and some friction movements may cause lesions, that may vary between red skin areas, from the pressure, to serious wounds with substance lost. This is a worldwide problem, unfortunately very difficult to eradicate.

CHMA staff makes always an assessment on inpatient admission and keep a systematic risk assessment, making the necessary arrangements to avoid this situations, and to minimize it when they happen.

Mobilization without friction, massage, and raising from bed are some of the measures that help reducing these risks.

Staff will also provide Healthcare education to help relatives and carers in a way they can have the necessary care with skin integrity.

## Medication Safety

Medication have unique advantages in case of disease, and in the overwhelming percentage of times, they are an effective way to treat diseases and an improvement in global quality of life of people.

### **But they should be used with caution.**

CHMA healthcare team has this knowledge and acts in a professional and careful way, but your involvement is very important:

**Always identify the medication that you usually do (ideally already listed in a paper);**

**Never take personal medication when you are in the inpatient area, if it is not kept by the healthcare team, and be administered, when that is decided and they are prescribed, by the nursing team!**

**Always question what is going to be given to you.**

**IF YOU SUSPECT YOU HAVE AN ALLERGY TO SOME DRUG, ALERT.**

Don't leave that responsibility to your relatives.

**Help us to help you!**

## Safe Surgery

In the event you need to be operated, the CHMA healthcare team will follow the safe surgery protocol in a rigorous way.

They should question your full name and check your bracelet in all stages when going to the Operating Theatre.

Identify yourself in a clear and complete manner.

Locate the body area where the surgeon said you were going to be operated.

**Help us to help you!**

## Safe Maternal and Neonatal Care

The maternal and new-born safety is one of the main international goals, defined by the World Health Organization (WHO). It is a moment of happiness, and not of disease, but where there are risks that can compromise the safety both of the mother and the child.

For this reason, the delivery rooms work only with specialized Healthcare staff, and with ongoing training on this area.

**Humanization during birth is one of the main hospitals focus, but remember that safety will have to be in first place.**

**Help us to help you!**





## Kidnapping Prevention

In children inpatient areas (paediatrics and Obstetrics) there are specific procedures to minimize the kidnapping risk, that unfortunately is still a reality, although rare.

This implies a control of visits and access, as well as specific electronic bracelets for the children, connected with a system that alarm when leaving the “safe zone”.

**Let’s protect our children!**



## Ressuscitation

That are situation when the heart or the lungs cease to work – as a rule, this is an **EMERGENCY**, there are healthcare professionals in CHMA with advanced training in resuscitation techniques, and all other staff members do basic life support update frequently.



## Advance Directives

The **“Advance Directive of Will”**, namely done through a **living will**, it’s the document, unilateral and freely revocable by the person who did it, where a capable, of age, person expresses beforehand his/her will, in a conscious, free, and enlightened way, in what regards to the healthcare he/she wants to receive, or not to receive, in the event of not being capable of expressing his/her will in a personal and free manner. This is recorded in the National Record of Living Will (RENTEV) and the information is accessible by the healthcare professionals through the clinical health record.

We highlight that the Living Will has a validity of 5 years.

Any person can also nominate a “Health Care Attorney”, giving him/her representative powers to decide on the care to be received, or not, whenever the patient is incapable of expressing his/her will personally and autonomously.

Your decisions will always be respected by the healthcare team.



## Do not Ressuscitate Decision

There are situations where it is possible to have a **DECISION OF DO NOT RESSUSCITATE** – by the patient himself/herself, through the Advance Directives, or by the healthcare team, in situations where the patient condition or the disease progression anticipate death as an unavoidable outcome, not being expected that the patient recovers. In this situations, the multidisciplinary team may assume the Decision Not to Resuscitate.

In any case, it needs to be a decision taken in a conscious, careful and reflected way, and this **doesn’t influence any other necessary healthcare**.



## Violence Prevention Teams

CHMA is attentive to all violence situations detected by the Institution, giving support to the victims, patients and their relatives. CHMA staff is capacitated for the detection of violence cases, and available to act and to help victims should they need.

**Do not hesitate to ask for support to any CHMA professional, in the event you are a violence victim!**

There are two independent teams, that articulate whenever necessary, focused on children and teenagers (Hospital Support Group for Children and Teenagers at Risk - Núcleo Hospitalar de Apoio a Crianças e Jovens em Risco - NHACJR) and for Adults (Adult Violence Prevention Team – EPVA).



## Hand Hygiene

Hand wash with water and soap and / or hygiene with an alcohol-based solution is one of the simplest and effective procedures to reduce hospital-acquired infections.

Cooperate, through the wash and hygiene of your hands in the right moments and in the right way, according to the available information in CHMA.





# General Information



## Mobile Phone Use

There are services where the use of the mobile phone is forbidden. The mobile phone use, when authorized, should avoid disturbing other persons, avoiding for instance loud ringtones and speaking too loud.



## Image Recording

Image or sound recording, in a health delivery context and without the permission of who is delivering the care and receiving those care, is not allowed.

Image or sound recording of patients can only be done by a healthcare professional **when he/she obtains the free and clarified consent**, as defined in General Health Direction Standard 015/2013

### 1 - Who, without consent:

- a) Record words said by other person and not meant to the public, even when directed to him/her; or
- b) Use or allow use of the records mentioned in the former alinea, even if lawfully produced; Is punished with a prison sentence or fine penalty to 240 days.

### 2 - In the same sentence / penalty incurs who, against will:

- a) Photograph or videotape other person, even in events where legitimately participated; or
- b) Uses or allows that pictures or films mentioned in the former alinea, are used, even if obtained lawfully.

### 3 - It is correspondently applicable the dispositions of the articles 197.º and 198.º of the penal code



## Waiting Times

For some consultations, surgeries or exams there might be some waiting time.

In the Accident & Emergency Service, and according to the Manchester Triage System, there are also waiting times according to clinical priority (explained before).

You may consult this waiting times in CHMA website ([www.chma.pt](http://www.chma.pt)).



## Patient Portal

The Health Ministry makes available the Patient Portal, with a set of functionalities that allow an improved information sharing, and the management of some situations through internet.

You should register yourself in [www.servicos.min-saude.pt](http://www.servicos.min-saude.pt).



## Access to Clinical Information

You have the right to request clinical information, as a clinical report or examinations report, about your situation. For this, you need to go to our attendance desks / reception, where they have a specific form, or send an email to [rai@chma.min-saude.pt](mailto:rai@chma.min-saude.pt), through which you will be clarified regarding this.



## Second Opinon and Alteration of Clinical Follow-Up

In case of need, and according to your legal rights, you can request a second opinion about your health situation. Advise yourself with your physician. In the event of wanting to obtain that opinion outside CHMA, you should request a report with all relevant clinical information, indicating that need. For that, you need to go to our attendance desks / reception or send an email to [rai@chma.min-saude.pt](mailto:rai@chma.min-saude.pt). Wanting that second opinion inside of CHMA, indicate that option in the form available in Patient (complaint) Office.

We have also the right to, in properly identified situations, change the clinical responsible for your follow-up, assessment and care delivery. To do this, you should indicate it in the form available in Patient (complaint) Office, presenting the reasons to consider for this change to happen.



## Personal Data Protection

Your privacy is important to us! CHMA works to assure a fully compliance of the legislation regarding personal data protection. As such, nominated a Data Protection Officer to whom, through the electronic address [epd@chma.min-saude.pt](mailto:epd@chma.min-saude.pt) or the address Centro Hospitalar do Medio Ave, EPE Largo Domingos Moreira, 4780 - 371 Santo Tirso, you can present your doubts related with personal data protection.

## Students

CHMA actively cooperates in the training of future Healthcare professionals, properly accompanied and supervised by CHMA professionals. If by any chance we don't want to receive care by students, you should mention that to the Healthcare team.

## Video Surveillance

For your own security, there are several places in CHMA with Closed Circuit of Television (CCTV) that works according to the existing legal rules.

## Internet Access

CHMA has internet access – Wifi Utente – that is available for your comodity.

## Religion / Worship

CHMA has Spiritual Assistants for Catholic Religion.

If you profess a different Religion, you can request the presence of your Religious Assistant. CHMA has already some contacts stablished, for a better link, with other Religions.

In inpatient services, you should inform your will of receiving spiritual assistance, and which, during the nursing initial assessment.

## Social Service

The Social Worker integrated in the multidisciplinary team supports patients and their families in the psychosocial area, namely in the circumstances related to your health situation, and promotes the articulation between the several services and structures of the community.

You can address the service directly, in the offices located in each of the Hospital Units, **on working days between 9 am to 1 pm and between 2 pm and 4 pm.**

## Volunteering/League of Friends

CHMA also has voluntary support, with specific teams, associated to Famalicão Volunteering and League of Friends of Santo Tirso.

## Cafeteria

CHMA has a cafeteria in each of the Hospital Units, open from Monday to Saturday, **from 08,30 am to 6 pm.**

There are also vending machines, with food, drink and coffee, in several places in both units.



## Patients Office / Suggestions and Complaints

Patients (Complaint) Office is available to receive all expositions, suggestions/opinions, complaints, commendments/ acknowledgments, or Contestations:

- **Through the complaints book available in specific identified places;**
- **Through electronic address: [gabinete.cidadao@chma.min-saude.pt](mailto:gabinete.cidadao@chma.min-saude.pt);**
- **Through physical presence in patients Office (between 9 am to 12.30 am and 2 pm to 4 pm).**

All expositions will be assessed by the head of the mentioned service. This are made aware, and have the final decision, of the Administration Board of CHMA, EPE.

Where applicable, expositions are assessed in an improvement perspective, and when they imply an incident or an adverse event, they are treated in the internal incident and adverse event management system, identifying measures to prevent reoccurrence.

## Patient Satisfaction and Perceived Quality Surveys

Annually, CHMA randomly selects a sample of patients of the several care delivery areas and promotes a survey to their satisfaction and perceived quality of CHMA services, to identify opportunities where we can serve you better.

# Staff Security

All Healthcare staff **deserve respect**, by the patients whom they care and by their families or persons with them.

Violence episodes, when done against Healthcare professionals during their work, will be assumed by law as **public crimes** and as such, **criminally** punished.

**WE ALL SHOULD RESPECT CARERS!**

**S**ay yes to the guidance for a civilized attendance  
**T**reat with consideration the delivers of care  
**O**n health care situations, cooperate with the services  
**P**rotect who takes care of you!

