

Welcome Guide

Inpatient



Pediatric Hospital
Coimbra Hospital and University Centre

Welcome Guide
Inpatient
Pediatric Hospital
Coimbra Hospital and University Centre

Grown people always have the need for explanations... they can never understand anything by themselves and it's exhausting for the children to be constantly explaining..

Antoine de Saint-Exupéry

Pediatric Hospital - CHUC
Avenida Afonso Romão
3000-609 Coimbra

Liga dos Pequeninos Main Hall from the Pediatric
Hospital www.ligadospequeninos.pt

All rights in accordance with the current legislation

Texto escrito ao abrigo do novo Acordo Ortográfico

©Centro Hospitalar e Universitário de Coimbra, 2014

1st edition: September 2014
5000 copies

Graphic: Inês Massano
Design and pagination: Ana Pastoria

Print and final touchings: NoCamil, Lda
Support: Montepio



CHUC
HOSPITAL
PEDIÁTRICO





Welcome to the pediatric hospital!

This guide aims to provide useful information about the admission services of Hospital Pediátrico – CHUC.

During the hospital stay, Hospital Pediátrico has at your disposal many services dedicated to health care and complementary areas, with professionals with solid and differentiated training, that commit themselves to provide your child the best therapies suited to their needs.

We hope for your cooperation so that, through suggestions, you may help us improve this hospital, which is also yours.

We wish your child a quick recovery and that you feel welcomed by us!

Hospital Pediátrico – CHUC is a central specialized hospital with the aim of taking care of infants and teenagers from 0 to 17 years. Its influence area covers the entire central region of the country, assuming itself as a reference hospital for the district hospitals of the central region and for the health centers of the county and district of Coimbra, as well as being a national reference for some specific pathologies.

The pediatric population of its area of influence exceeds 300,000 inhabitants. As it is the only pediatric and university hospital in the central region, it offers its patients the latest advances in healthcare.

The pediatric hospital is located in the parish of Santo António dos Olivais, with connection to the inner circle of Coimbra. Also, close to the hospital, is the house Acreditar de Coimbra, with facilities to receive both children with oncological diseases and their families.

Access to the hospital can be done by car or public transport and parking is available subject to payment after the first 30 minutes.

ÍNDICE

Oferta de Serviços 2

The Hospital Stay

- 4 1. What to bring 4
 - 1.1 Documents 4
 - 1.2 Personal items 5
- 2. Reception 6
- 3. Team 7
- 4. Meals 8
 - 4.1 Patient 8
 - 4.2 Accompanying person 9
- 5. Patient follow-up 10
- 6. Educational Activities 12
- 7. How to communicate with the outside 13
- 8. Visits 14
- 9. Discharge 15

Other Services 16

- 1. Citizen's office 16
- 2. Social service 16
- 3. Religious assistance 17
- 4. Volunteering 17

Support Associations 18

- 1. Liga dos Pequenininos 18
- 2. ANIP 18
- 3. Acreditar 18

Useful Contacts 18

Floor -1

Emergency Service
Dining Hall
Café

Floor 0

Ambulatory Pediatrics
Complementary diagnostic tests (imaging and
special exams)

Floor 1

Intensive Care ward
The Day Hospital
Laboratory Services
Chapel

Floor 2

Orthopedic, Oncology and Surgery wards
Administration

Floor 3

Medical ward
Parents' rooms

SERVIces Offered

Anesthesiology
Operating room
Cardiology
Child development Center
Surgery and burn unit
Intensive Care
Oral medicine
Medical genetics
Hematology
Imaging
Physical medicine and rehabilitation
Neurosurgery
Ophtalmology
Oncology
Ortopedics
Ear, Nose and Throat
Clinical pathology
Ambulatory pediatrics
Medical pediatrics
Child psychiatry
Hepatic transplantation
Emergency pediatrics



The Hospital Stay

1. What to bring

1.1. Documents

Of the user:

- Identity card or passport;
- Child's health bulletin;
- Vaccination card;
- User card of Serviço Nacional de Saúde;
- Subsystem beneficiary card (ADSE, SAM, etc.), in case of having one;
- Appointments card.

Of the accompanying person:

- Letter from the insurance company (in case of accident);
- Identity card or passport;
- User card/Declaration of exemption;
- Subsystem beneficiary card (ADSE, SAM, etc.), in case of having one.

1.2. Personal items

- Pyjamas/Nightwear, underwear, comfortable clothing, slippers and rubber slippers for the bath;
- Personal hygiene items (toothbrush and toothpaste, comb and/or hairbrush, shaving case, etc.);
- School books, computer or other entertainment material, if desired.



2. Reception

On the day of admission, the nurse who attends you will introduce you to the facilities and inform you about all aspects related to the functioning of the service and available resources.

If you have any questions, you can and should ask them!

Note: In case the patient is on medication, he/she should bring these and inform the doctor or nurse. He/she should also inform if they have any type of allergy.





3. Team

During the stay you will be able to find a team of qualified and specialized professionals, consisting of doctors, nurses, educators and teachers, social workers, health technicians, clinical secretaries, operational assistants, and many others.

Everyone is at your disposal to provide you with additional information whenever you need it.



4. Meals

4.1. Patient:

The patients have their meals according to a weekly menu. Also, the hospital has a sector where formula milk is prepared, taking into account the specificity of each child.

Mealtime during hospitalization:

Breakfast 09h30

Lunch 12h30

Snack 15h30

Dinner 19h00

Night snack 21h00

4.2. Accompanying person:

The accompanying person can use the cafeteria of the hospital to make their meals, by presenting identification from the ward where the patient is staying. This service is paid except in situations predicted by current legislation. Check with a nurse about the legal conditions for exemption from payment of meals.

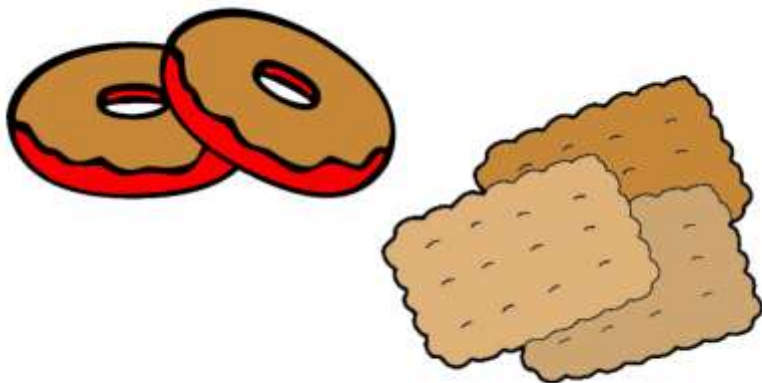
Opening hours of the cafeteria::

Breakfast 08h30 – 09h30

Lunch 12h30 – 14h00

Dinner 19h30 – 20h45

NOTE: There are also dispensing machines for drinks and food in the reception halls of inpatient services, in the operating room hall, in the hall of the auditorium, in the external consultations and in the emergency servisse.



5. Patient follow-up

All patients are entitled to 24 hours a day with their parents or caretakers.

NOTE: from 22h00 to 07h00 this right is limited to only one of the accompanying persons.

Accompanying person duties:

- a) Respect the guidelines of the professionals of the service and the rules contained in the visiting regulations;
- b) Place the accompanying person ID card in a visible place;
- c) Comply with the guidelines of the professionals of the service so that they can collaborate under their supervision in the provision of care, always following the instructions given by them;
- d) Not to be replaced by another accompanying person between 23h00 and 7h00 of the following day, except in situations previously authorized by the service;
 - e) Respect and maintain silence;
 - f) Use the mobile phone only when it is really necessary and keep it in silent mode;
 - g) Answer the phone always outside of the room, so it will not disturb other users;
 - h) Keep the facilities for accompanying persons clean and tidy;
 - i) Wash your hands often;
 - j) Avoid physical contact with other patients;

- k) Do not store food or other perishable objects in the premises of the accompanying persons area or in the ward;
- l) Do not circulate through other rooms of the wards;
- m) Separate the garbage according to the indications given by the professionals;
- n) Use the own sanitary facilities for accompanying persons, leaving them clean and in good working order;
 - o) Communicate to the responsible nurse whenever you leave the room;
 - p) Wear light and practical clothes;
 - q) Bring toiletries as well as rubber slippers for the bath;
- r) Avoid bringing valuables to the hospital, but only useful objects for the well-being of the hospitalized child (in case of loss or theft, the hospital is not responsible for the consequential damages);
 - s) Be discreet in relation to other users, since the hospital has the duty to guarantee to each user the confidentiality of their hospitalization;
 - t) Send and exchange personal clothing through family, visitors or others.

NOTE: You may request the consultation of Regulamento de Acompanhantes e Visitas aos Doentes Internados.

6. Educational Activities

The inpatient services have physical and human resources whose purpose is to contribute to the overall development of the child/adolescent through playful and educational activities, thus contributing to make hospitalization as pleasant as possible. There is also school support at the level of basic and secondary education, provided by outstanding teachers of the Ministry of Education.

The hospital also has the collaboration of institutions such as Operação Nariz Vermelho, Liga dos Pequeninos and Programa de Voluntariado, that ensure regular activities, articulated with health professionals.

Note: You can find out more about the activities with the nurses.



7. How to communicate with the outside:

Patients and accompanying persons can receive and send correspondence during their stay in the hospital. The address must contain:

- The full name of the patient;
- The service where they are hospitalized.

Pediatric hospital address:

Avenida Afonso Romão

3000-602 Coimbra

If you wish to send correspondence, you can hand it to the secretariat of the service, which will make it reach the CTT.

It is still possible to receive telephone calls to the phone number 239 488 700, and to do this, you must know the telephone extension number of the ward where you are hospitalized.



8. VISITS

Hospitalized children can receive visitors. The period of the visit should be a pleasant moment for the patient and absolute respect for the hospital's guidelines. The visitors must go to the reception where they are received by a professional, who gives them a visitor's card that they must show in a very visible way. This card must be returned at the exit in order to allow other people to visit the same user. Visits are allowed daily, from 14h00 to 19h00, up to a limit of three persons per patient, including parents. The regulations for visits are available in the wards and in the reception for consultation. The hospital recommends they are read by parents and caregivers.

9. DISCHARGE

The discharge information is usually given by the attending physician, if possible, on the day of admission. On the day of discharge you are given:

- Discharge letter to be delivered to the family doctor;
- Prescription if you need medicines;
- Indication of the date of the next consultation, if necessary;
- Certificate of temporary incapacity or medical certificate, when applicable;
- Declaration of hospitalization, if necessary.

If, for clinical reasons, the transport has to be carried out by ambulance, the service is diligent in order to ensure the transport.



Other Services

1. Citizen's office

If you want to give your opinion/suggestion/complaint you can:

- Use the hospital's suggestion boxes;
- Use the complaint book located in the emergency service, ambulatory clinic and reception;
- Send a letter to the hospital;
- Go to the citizen's office located on floor 0, by the social service, at the entrance of the ambulatory clinic;
- Send an email to mail.hpc@chuc.min-saude.pt or guh@chuc.min

2. SOCIAL SERVICE

The social service team intervenes as a link between the family, the treatment team and the community and informs the parents or caregivers of the children and teenagers about their rights and duties, benefits and internal norms, when requested. It also seeks to organize adequate responses to the problems inherent to the disease situation by mobilizing community resources to support children and families.

The social service has offices of assistance in the various hospital services (emergency, wards and outpatient), where you can go and expose your questions.

Office jours:

09h30 - 13h00

14h30 - 16h30

3. RELIGIOUS ASSISTANCE

The pediatric hospital respects freedom of religion and worship and ensures religious support through the presence of the chaplain or pastor of the religion practiced.

If you wish, request such support from the service nurse.

4. VOLUNTEERING

The pediatric hospital has the support of volunteers, whose activity is to provide moments of encouragement to the users, to create spaces for leisure and socializing, to alleviate the suffering of children and to promote solidarity and strengthening of forms of active citizenship.

The activity of volunteers takes place in the ambulatory clinics (cardiology and child development center), oncology and inpatient services.

The activity of the volunteers in the pediatric hospital is coordinated by the volunteer coordination committee, composed of hospital professionals.

The hospital also has:

Telephone: Hall of the emergency service and floor 0

ATM: Floor 0, reception; Floor -1, emergency service

Cafeteria: Floor 0, external consultations – from 08.00 to 18.00 hours and Floor -1, next to the dining hall – 08.00 to 20.30 hours.

Convenience store: Floor 0, entrance of external consultations

Schedule: 08:00H – 18:00H (from Monday to Friday)

SUPPORT ASSOCIATIONS

1. LIGA DOS PEQUENINOS

Liga de Amigos do Hospital Pediátrico de Coimbra Non-profit association that aims to improve the quality of life of children and teenagers, through formative actions and social events.

Floor 0, Main Hall of the Pediatric Hospital | www.ligadospequeninos.pt

2. ANIP

Associação Nacional de Intervenção Precoce

A private social solidarity institution, with a national scope, whose main objective is to contribute to the good practices of early development intervention in Portugal.

Floor 0, Main Hall of the Pediatric Hospital | www.anip.net

3. ACREDITAR

Associação de Pais e Amigos de Crianças com Cancro

A private social solidarity institution that aims to help children and their families to overcome the various problems that may arise from the moment cancer is diagnosed.

Casa Acreditar, Outside of the Pediatric Hospital | ww.acreditar.org.pt

USEFUL CONTACTS

TAXIS 239499090 www.taxiscoimbra.com

BUS SMTUC www.smutc.pt

PSP 239851300 | **GNR** 239 794 300



UMA PUBLICAÇÃO DO HOSPITAL PEDIÁTRICO
EM PARCERIA COM A LIGA DOS PEQUENINOS

COM O APOIO DO MONTEPIO
E ILUSTRAÇÕES DE INÊS MASSANO