



RIGHTS OF VISITORS/COMPANIONS

Visitors/Companions have the right to:

1. Remain with the Patient and provide them the necessary support, whenever possible and after validation with the healthcare team, particularly in the following activities:
 - 1.1. Provide assistance during meals;
 - 1.2. Collaborate in hygiene care and personal comfort;
 - 1.3. Help with the Patient's mobility/movement in the ward.
2. Participate in the preparation for Patient's returning home, to ensure their care after discharge.
3. Privacy and to be treated with respect and politeness by all professionals.
4. Receive information about the standards and rules of the service where they will be visiting.
5. Receive information about the Patient's health condition, provided that it is duly authorized by the Patient.
6. Minors have the right to be permanently accompanied by their father or mother or a person who replaces them.
7. Minors aged 16 or over can designate an accompanying person, or even do without it.
8. In the case of people with disabilities, those with dependency, those with an advanced incurable disease and those at the end of their lives, have the right to a permanent companion.
9. In the case of Pregnant women, support during pregnancy and during all stages of labor, by anyone indicated by them.

DUTIES OF VISITORS/COMPANIONS

Visitors/Companions have the duty to:

1. Respect internal and legal regulations ruling in the Hospital.
2. Comply with established visiting periods.
3. Keep the visitor/companion identification visible as long as it is assigned to them.
4. Maintain an attitude of civility and respect towards other Patients and other Visitors, as well as towards healthcare professionals.
5. Respect the instructions given by healthcare professionals.
6. Respect the guidelines regarding keeping the hospital environment calm and peaceful, avoiding conversations with excessive tone of voice, use of electronic equipment in excessive volume, and reducing its use to the essential minimum.
7. Do not provide food or drinks without prior approval from the responsible clinical team.
8. Do not move the Patient without authorization to do so.
9. Do not sit/lie on Patients' beds.
10. Avoid speech that could influence the Patient's health condition.
11. Remain vigilant in relation to their goods and belongings.
12. Images (photography) and video (filming) may only be taken within the Hospital and/or to Patients, when previously authorized by them.