

SUPPORT SERVICES

- * If necessary we have at your disposal religious, social, psychological and nutritional support

PERSONAL BELONGINGS

- * We recommend to avoid having in your possession: money, jewelry, mobile phones, computers or other objects of value

ASU is not responsible for your belongings and values

- * If you have dental prosthesis, ask your nurse for the appropriate box to be stored and be properly identified

OTHER INFORMATION

- * The current leaflet on the Rights and Duties of Users is available to you
- * Inquire about the Living Will
- * All clinical information is handled in accordance with the current rules of confidentiality and data protection law
- * In case you desire to have a 2nd medical opinion or change of the health professional, the necessary forms will be provided
- * Accompanying persons may request a Declaration of Attendance from the ASU secretary
- * If you wish to make a praise / a suggestion, you can do it in a self-print form available at the ASU
- * If you wish to make a complaint, please contact the Citizen's Office
- * If you need additional information besides the one in this leaflet, please do not hesitate to contact a member of the team or go to our website:

www.chuln.min.saude.pt



CONTACTS

Hospital Pulido Valente (general) – Tel.: 217548000
Nursing at ASU – Tel.: 217548266
Secretariat of the ASU – Tel.: 217548268 (8-17hours)
ASU e-mail address
secretariadouca2@chuln.min-saude.pt

LOCATION

Hospital Pulido Valente
D. Carlos I Building
Address – Alameda das Linhas de Torres,117
1769-001 Lisboa

ACCESSES HPV

Buses: no. 701 / 736 / 747 / 796
Metro (Subway):
Yellow Line (Quinta das Conchas / Campo Grande)
Green Line (Campo Grande)

ACESSO ASU

Parking for people with reduced mobility – Back entrance of D. Carlos I Building
Entrance of the Thoracic Surgery Service

WE WISH YOU FAST RECOVERY!

The Ambulatory Surgery Unit Team
Hospital Pulido Valente, CHULN

AMBULATORY SURGERY UNIT

CENTRO HOSPITALAR UNIVERSITÁRIO LISBOA NORTE, EPE

WELCOME GUIDE



Director: Prof. Dr. João Coutinho
Clinical Lead: Dr.ª Helena Pajic Cassiano Neves
Head Nurse: Enf.ª Maria Fernanda Fava Batista
NURSE RESPONSIBLE FOR ADMISSION:

CENTRO HOSPITALAR
UNIVERSITÁRIO
LISBOA NORTE



Unidade de Cirurgia
de **Ambulatório**

WELCOME

To the Ambulatory Surgery Unit (ASU) of

Centro Hospitalar Universitário Lisboa Norte (CHULN), EPE

This Welcome Guide is intended to provide information to the patients of this Unit and its companions.

We hope that the time with us would be spent in the best way possible.

The ASU welcomes patients who meet the clinical and social criteria for ambulatory (outpatient) surgery.

The Unit comprises Recovery Rooms 2 and 3, sharing with the inpatient services the facilities of the Operative Room (OR) and Recovery Room 1 (Post-Anesthetic Care Unit - PACU).

INSTALLATIONS

The Unit is constituted by 5 wards, with a capacity of 17 beds and 7 chairs.



INTERMENT

Its interment comprises 3 distinct phases:

Preoperative

- * You will be received by the admitting Nurse
- * You will be given an identification bracelet for safety reasons.
- * Provide the admitting Nurse with the information of the medication in your possession and take them only if you are given this indication
- * You will receive an information leaflet about your pathology
- * If indicated, the pre-operative physical preparation (depilation, disinfection of the skin) will be done
- * You will be accompanied to OR by the Nurse

Intraoperative

- * In the OR you will be received by a multidisciplinary team which will perform the surgery

Postoperative

- * Once the operation is completed, you will be transferred to the PACU, where it will be under surveillance for some time, after which you will return to the ASU
- * You will remain in the Unit, under supervision, for a variable period of time until you meet the clinical criteria for discharge. The ASU discharge note prepared by your doctor and the nurse will be delivered along with the medical prescriptions, the wound dressing guide and the scheduled follow-up appointment
- * After discharge you may be able to obtain free medication to take home at the hospital's Ambulatory Pharmacy, upon presentation of the prescription for dispensing medication and the INFARMED form filled out (in accordance with current legislation)
- * You will be given the Satisfaction Questionnaire, which we thank you for completing

WE COUNT ON YOUR OPINION

TO HELP US IMPROVE HOW WE RECEIVE YOU



CARE TO HAVE IN THE HOSPITAL

- * The guidelines of the Local Coordination Group - Program for the Prevention and Control of Infections and Resistance to Antimicrobials (GCL-PPCIRA) about basic principles for the prevention of the transmission of micro-organisms among patients, professionals and caregivers should be complied with
 - * Keep the phone muted
 - * Talk down and respect the silence
- * In the ASU, as in the whole institution, smoking is prohibited, and the facilities are enabled to detect any violation of this rule

ACCOMPANING PERSON

- * Adults - The user has the right to follow up by a person during the period of hospitalization in the ASU under DL 15/2014 of March 21
- * Children, people with disabilities and people in situations of dependence have the right to remain accompanied in the BO until anesthetic induction and Recovery I (PACU) - (Order no. 6668/2017)

In the event of any medical problem or surgical complication that requires you to remain in the Hospital for more than 24 hours, you will be accompanied by a Nurse to the inpatient ward.