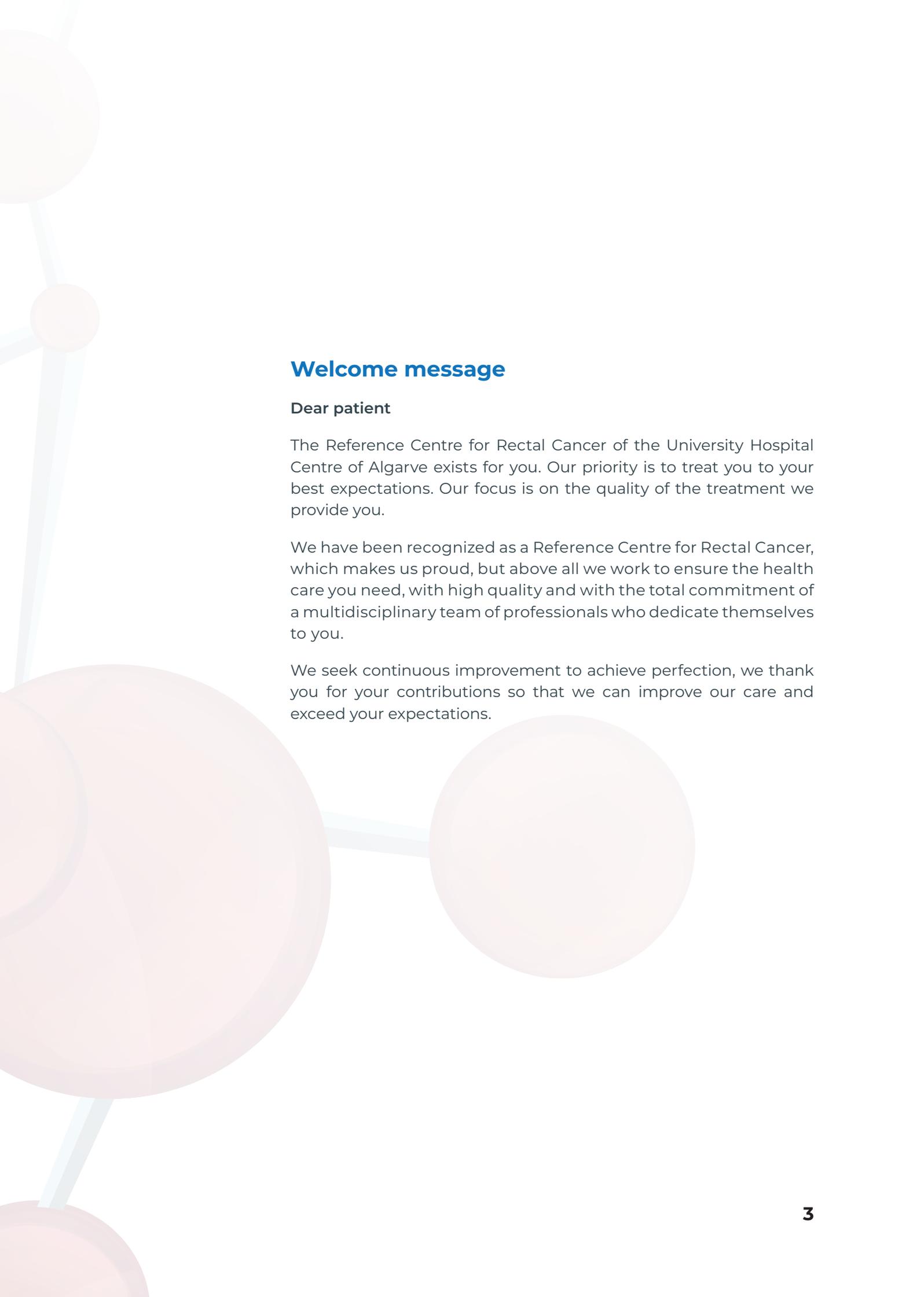




# OPERATIVE GUIDE

Center of Reference for Rectal Cancer  
Centro Hospitalar Universitário do Algarve





## Welcome message

### Dear patient

The Reference Centre for Rectal Cancer of the University Hospital Centre of Algarve exists for you. Our priority is to treat you to your best expectations. Our focus is on the quality of the treatment we provide you.

We have been recognized as a Reference Centre for Rectal Cancer, which makes us proud, but above all we work to ensure the health care you need, with high quality and with the total commitment of a multidisciplinary team of professionals who dedicate themselves to you.

We seek continuous improvement to achieve perfection, we thank you for your contributions so that we can improve our care and exceed your expectations.

## **CHUA Reference Center**

### **Who we are**

The creation of Reference Centers was defined as a strategy for modernization, consolidation of specialization and defense of the quality of hospital units providing health care.

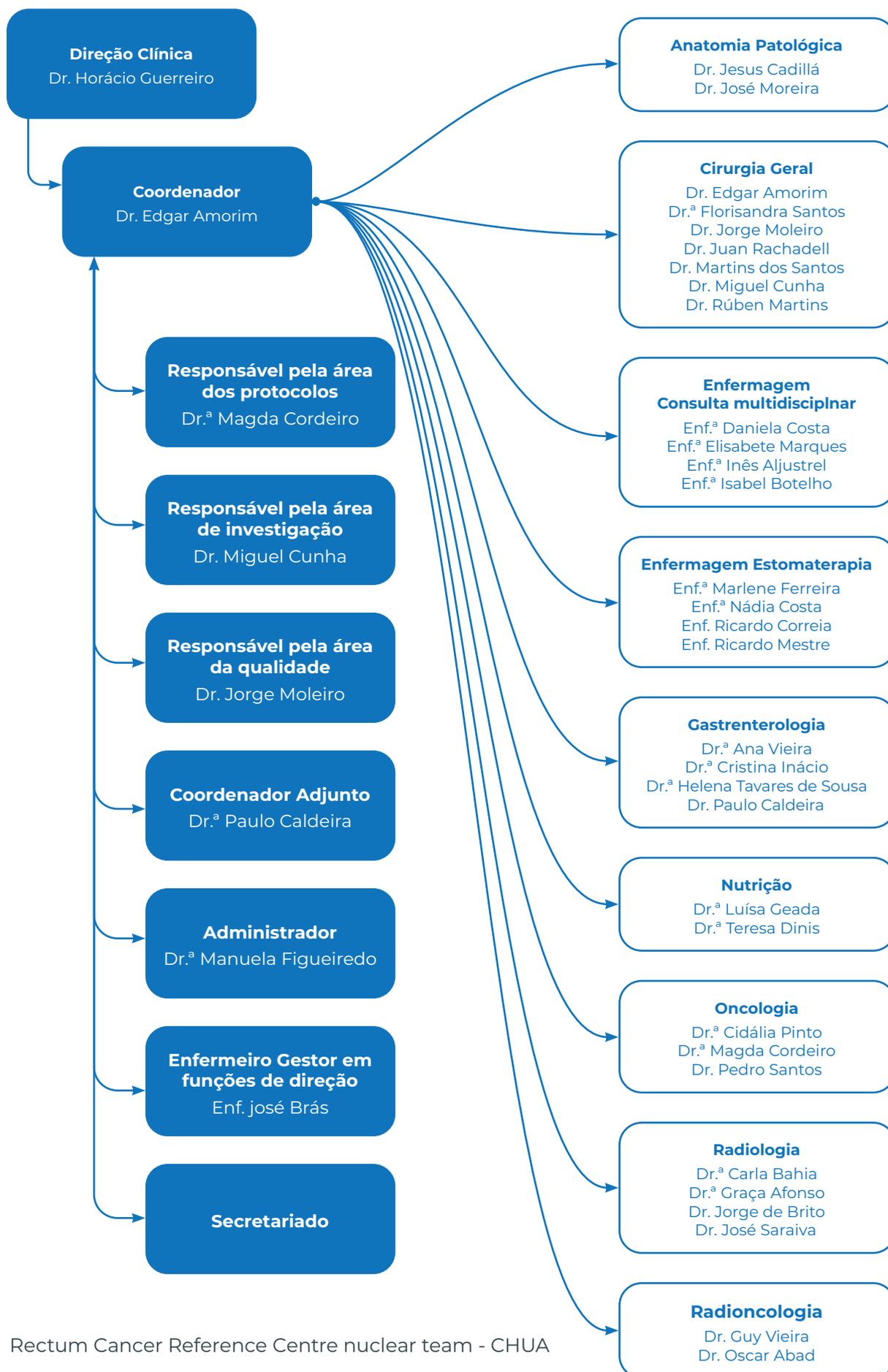
The Rectal cancer was a disease immediately considered when the Reference Centers were created, as it is an important health problem with high incidence and with a significant morbidity and mortality.

The Reference Centre for Rectal Cancer (CRCR) of the University Hospital Center of Algarve (CHUA) was accepted by the General Health Directorate on March 11th, 2016, after submitting the application process that was viewed favorably.

The Reference Centre for Rectal Cancer (CRCR) consists of an experienced and highly qualified multidisciplinary team. It has highly specialized medical structures and equipment to ensure that care is provided in accordance with the highest quality standards, according to the most up-to-date available evidence and to the specific recommendations of the scientific community.

In the CRCR of CHUA the focus is placed exclusively on users, family members and caregivers, providing the best care adapted to each and every circumstance.

### **Service Portfolio**



Rectum Cancer Reference Centre nuclear team - CHUA

The CHUA CRCR is composed of a nuclear group of professionals who have the function of defining and implementing protocols of clinical action, organization and supervision of the care process; preferential realization of the necessary diagnostic and treatment acts.

The Unit uses and shares resources – facilities, equipment and personnel – with the hospital services of Gastroenterology, General Surgery, Medical Oncology, Radiology and Pathological Anatomy. The articulation between the Unit and these services is done between the members of the group of each specialty and the respective Directions of the Services.

For the complete development of its activities, it also establishes protocols with other hospital services (Anesthesiology, Clinical Nutrition, and Palliative Care) and with units external to CHUA (Medical Genetics, Radiotherapy, Hepatobiliary, Pancreatic Surgery and Thoracic Surgery).

## General Information

### Consultas

- Digestive oncologic disease
- Digestive system tumors
- Surgery
- Oncology
- Gastroenterology
- Anesthesiology
- Radiation oncology
- Nursing
- Stomatherapy
- Nutrition
- Pain
- Psychology
- Palliative Care

### Outpatient Activity

- Hospital Oncology Day/ Therapeutic
- Tumor board Conference

### Activity that requires Institutionalization

- Surgery
- Surgical Procedures
- Internal Consulting

### Meios Complementares de Diagnóstico

- Colonoscopy (left/ total) with Endoscopic ultrasound
- Abdominal ultrasound
- Thoracic, abdominal, pelvic CT
- Colonography
- Percutaneous CT/ ultrasound-guided biopsy
- Pelvic/Hepatic MRI
- Anatomopathological exam of a biopsy/ surgical specimen  
Immunohistochemical examination for MSI
- Kras mutation genetic research
- PET-CT

### Therapeutic Procedures

- Insertion of long-term venous catheter
- Chemotherapy
- Radiotherapy
- Anterior rectum resection (RAR)
- Abdominoperineal resection (AAP)
- Transanal surgical resection
- Total proctocolectomy
- Derivative colostomy
- Polypectomy and endoscopic mucosectomy
- Argon plasma treatment

The hospitalization of the patient with surgical indication will be performed according to the geographical proximity of his/her residence or preference. CHUA has 2 hospital units, with teams prepared to offer you optimal care in the treatment of Rectal Cancer. In the Unit of Portimão, the hospitalization occurs in the Surgery Service 2, located on the 4th floor. In the Faro unit, hospitalization occurs in the Surgery Service 1, located on the 2nd floor.

## How to get there



### Portimão Unit

#### Own transport

If you use your own transport, park your car in the car park inside the hospital complex.

#### Public transport

From Vai e vem (minibus): Numbers 15/31/32/37

### Faro Unit

#### Own transport

If you use your own transport and if you do not come in an emergency situation, park your car in the demarcated places inside the hospital complex or in the parks for this purpose.

#### Public transport

Check schedules and circuits

## Hospitalization - General information

### What to bring for surgery?

Bring objects for personal use in order to make your time in the hospital as comfortable as possible: pajamas or nightgown, slippers (preferably that you can use in the bath), bath towels.

Ask the visits you will receive during your hospitalization to bring you clean clothes and take the used clothes to wash.

Avoid bringing valuables, as the hospital will not be responsible for any loss or damage. Leave them with your family members at the time of admission.

The food will be provided to you by the hospital, in accordance with the recommendations or any diet prescribed to you by the health team, so you should not bring food. You can bring bottled water to always have at your bedside.

### Your stay

After your admission has been formalized, you will be in the care of the health professionals of the corresponding hospitalization period.

Follow the doctors' and nurses' instructions regarding diet, rest and treatment.

You must remain on the floor you are intended for. If for some reason you wish to leave, even momentarily, transmit it to the nursing team.

In your room you have a closet where you can place your personal belongings. If you have a free bed by your side, please do not use it as it may be occupied at any time. Every morning, your room will be cleaned.

By your bed there is a doorbell to call for help. Use it whenever necessary. You may share the room with other patient(s). Try to respect your space and rest:

- Try to keep your area clean and tidy;
- Speak in a moderate tone and advise your visitors to maintain the same behavior;
- If you have brought audiovisual equipment (DVD players, laptop, radio, etc.) use it so as not to compromise the rest of other patients: keep a volume low, wear headphones and respect night time periods when room lighting is reduced.

## Horário das refeições:

Meals are served according to a specific time, although occasionally there may be some variation:

- Breakfast: 08h30 - 09h00
- Middle of the morning: 10h15 - 10h30
- Lunch: 12:00 - 13:00
- Snack: 15h30 - 16h00
- Dinner: 18h30 - 19h00
- Supper: 20h00 - 20h30

## Visiting hours:

The University Hospital Center of the Algarve guarantees users, during their hospitalization period, the possibility of follow-up or visit by family or friends. Given the specificity of the various services, each of the hospital units has its own regulation.

Unit	Floor	Timetable	Number of visits
Portimão	4 <sup>th</sup> floor	1 to 9 p.m.	1
Faro	2 <sup>nd</sup> floor	1 to 9 p.m.	1

## Nursery

At the time of the programmed administrative admission (by the secretarial services) or emergent (by admission of patients from the emergency department), a doctor (and team) will be appointed responsible for the admission, who must necessarily comply with the current policy of the service.

It is the responsibility of the nurse who provides care to the patient to inform the patient verbally of his/her responsible physician.

Taking into account the specificity of the clinical picture, the daily evaluation of clinical evolution will be performed by a multidisciplinary team.

The nurse responsible for the patient and his/her operational assistant, at the first contact with the patient, after the start of his/her work shift, should present him/herself as the patient's responsible nurse, as well as specify for how long it will be with the patient.

## Privacy and data protection

All CHUA professionals guarantee their users respect for their privacy and data protection, being legally and ethically bound to professional secrecy. Your data will not be used outside the context of the treatment of your disease, or other contexts that have been authorized by you or that are provided for law. Access to data is governed by standards and consented by patients.

## Informed consent

Informed consent consists of explaining the procedure to which the patient will be submitted and the most frequent risks. During your hospitalization you may be submitted to some procedures, diagnostic tests, treatments or investigation protocols that require your authorization. Clarify all your doubts with your doctor. If you agree to what has been proposed to you, you must sign the informed consent. In case of doubt, you should consult your reference professional.

## Follow-up after discharge

Where necessary, you should ask your doctor for temporary disability form (medical leave) in a timely manner.

At discharge, confirm that you have been given the medical and nursing discharge note. Make sure you have all your belongings in your possession.

Clarify all your doubts (nutrition, physical restrictions, surveillance of the surgical wound, follow-up consultations and emergency contacts, etc.).

If possible fill out the satisfaction questionnaire.

## Support from other services

### Social services

Whenever you need social assistance you should contact a team member.

### Nutrition Service and Dietitian

For better dietary control, you should only consume what is prescribed by the doctor. Remember that the diet prescribed by your doctor contributes to your recovery and therefore should be respected.

If you have a diet-related problem, please report it to your nurse. We will try, whenever possible, to accommodate your preferences.

If you want your visitors to bring you food from home, tell your nurse, and if there is no contraindication, follow the recommendations given to you.

## Spiritual and Religious Assistance

CHUA has a Catholic chaplain for the spiritual comfort of its users. When requested the chaplain can be called.

Respecting the freedom of worship and religious convictions of each person, the patient may request the presence of the representative of his or her cult, whenever needed.

At 11:30 a.m. the Catholic Mass is celebrated at the hospital's place of worship.

## Other relevant information

### Rights and duties of patients

#### 1. Right of choice

- The user has the right to choose the services and providers of health care, to the extent of the existing resources.
- The right to health protection is exercised taking into account the rules of organization of health services.

#### 2. Right to consent or refusal

- Consent or refusal to provide health care shall be declared freely and clearly, unless special provision on the law is made.
- The user may, at any time, revoke the consent.

#### 3. Right to the adequacy of health care provision

- The user is entitled to receive, promptly or within a period of time considered clinically acceptable, the health care he/she needs.
- The user is entitled to the provision of the most appropriate and technically correct health care.
- Health care must be provided humanely and with respect to the user.

#### 4. Right to personal data and privacy protection

- The user holds the rights to the protection of personal data and the reservation of private life.
- The processing of data in the area of health must comply with the provisions of the law, ensuring that the data collected is adequate, relevant and not excessive for the purposes pursued.
- The user holds the right of access to the personal data collected and may require the rectification of inaccurate information and the inclusion of information in whole or in part omitted, in accordance with the law.

## **5. Right to secrecy**

- The user has the right to secrecy about his/her personal data.
- Health professionals are committed to the duty of secrecy in relation to the facts that they are aware of in the performance of their duties, unless otherwise provided by law or a court decision imposing their disclosure.

## **6. Right to information**

- The user has the right to be informed by the health care provider about his/her situation, possible treatment alternatives and the likely evolution of his/her condition.
- The information must be transmitted in an accessible, objective, complete and intelligible manner.

## **7. Right to spiritual and religious assistance**

- The user is entitled to religious assistance, regardless of the religion he professes.
- Legally recognized churches or religious communities are guaranteed conditions that allow the free exercise of spiritual and religious assistance to users admitted to NHS health facilities, who request it, in accordance with the Law.

## **8. Right to complain and lodge a complaint**

- The user is entitled to complain in the health establishments, in accordance with the law, as well as to receive compensation for losses suffered.
- Complaints may be filed in the complaints book, by letter, fax, e-mail or in the online form provided by ERS, and their response is mandatory in accordance with the law.
- Health services, suppliers of health goods or services and health operators are required to have a complaints book, which can be filled by those who request it.

## **9. Right of association**

- The user has the right to set up entities representing him or her and defending his interests, in particular in the form of associations for the promotion and defense of health or groups of friends of health establishments.

## **10. Right of minors and incapacitated**

- The law provides for the conditions under which the legal representatives of minors and incapacitated may exercise their rights, in particular that of refusing assistance, in compliance with constitutional principles.
  - In the NHS emergency services.
  - When it refers to pregnant women hospitalized in a health facility, during all phases of labor.
  - When it refers to children hospitalized in a health facility, people with disabilities, people in a situation of dependence and people with incurable disease in advanced state and in the final state of life.

## Duties of the health service user:

1. HE MUST respect the rights of other users and health professionals with whom he relates.
2. HE MUST comply with the rules for the organization and functioning of health services and establishments.
3. HE MUST cooperate with healthcare professionals in all aspects.
4. HE MUST pay the charges arising from the provision of health care, when appropriate

## Living will

The Vital Testament is a formal document made at the citizen's initiative, where he can express the type of treatment or health care he or she wants to receive, when he is not able to express his will independently.

It allows the appointment of a health care attorney and has a validity of 5 years.

It may be amended or revoked by the citizen at any time.

It can be accessed through the User Portal, where the form (<https://servicos.min-saude.pt/utente/Info/SNS/RENTEV>) is downloaded. It must be completed and delivered to the group of health centers in your area of residence.

## Right to a second opinion

All health care is ensured by a multidisciplinary team, in physical presence, under the responsibility of the Director of the Service and the Nurse Manager.

If you wish to obtain a second medical **opinion, your attending doctor prepares a complete report of your clinical** situation, upon request.

## Request for medical report or clinical record

In order to have access to medical reports or medical records, you must complete the form to which you must attach a copy of the identity card or citizen card of the person who requests the information and, in the case of minors, the parent and the minor.

Once fully completed and signed, the application can be delivered through one of the following routes: in person (go to one of the CHUA Units – Faro, Portimão or Lagos – or to the administrative offices of the Basic Emergency Services of Albufeira, Loulé or Vila Real de Santo António) or by mail, fax or email: [administracao@chalgurve.min-saude.pt](mailto:administracao@chalgurve.min-saude.pt) or [seccr@chua.min-saude.pt](mailto:seccr@chua.min-saude.pt).

## **How to perform a compliment, suggestion or complaint**

All compliments, suggestions or complaints have the obligation of reply, being registered in the Complaints and Suggestions Management System (provided they are identified with the identity card number / Citizen Card of the complainant).

Go to the Citizen's Office (PISO 0) and make an exhibition in the Complaints book or compliments, on weekdays, from 9 am to 5pm.

Alternatively, you can request the Complaints Book to the nurse in charge of the shift.

You can also do this by e-mail [administracao@chalgarve.min-saude.pt](mailto:administracao@chalgarve.min-saude.pt), writing a letter to the CHUA Board of Directors, or using the platform of the Health Regulatory Authority (ERS - <https://www.ers.pt/>).

## **Support for the caregiver**

The Reference Center recognizes the importance that families and caregivers have in the follow-up of patients with oncologic disease.

Thinking of you, tools were created to support the caregiver (home support, psychology office, consultations by telemedicine, prescriptions through phone, etc.).

If necessary, you must communicate with your reference element or alternatively to the email: [administracao@chalgarve.min-saude.pt](mailto:administracao@chalgarve.min-saude.pt) or [seccr@chua.min-saude.pt](mailto:seccr@chua.min-saude.pt).





Centro Hospitalar  
Universitário do Algarve

## Contactos:

### FARO (Head office)

General – Hospital de Faro  
Rua Leão Penedo, 8000-386 Faro  
[administracao@chalgarve.min-saude.pt](mailto:administracao@chalgarve.min-saude.pt)  
Telefone – 289 891 100 (geral)

Citizen's Office – Faro  
Horário (weekdays):  
09h00 to 12h30 and 14h30 to 16h30  
Phone – 289 891 144  
[gabcidadao@chalgarve.min-saude.pt](mailto:gabcidadao@chalgarve.min-saude.pt)

### PORTIMÃO

General – Hospital de Portimão  
Sítio do Poço Seco, 8500-338 Portimão  
[geral@chalgarve.min-saude.pt](mailto:geral@chalgarve.min-saude.pt)  
Telefone – 282 450 300

Citizen's Office – Portimão  
Piso 0  
Phone – 282 450 316  
[secsocial@chalgarve.min-saude.pt](mailto:secsocial@chalgarve.min-saude.pt)

### Reference center

Reference Center Coordinator: Email - [coordcrrc@chua.min-saude.pt](mailto:coordcrrc@chua.min-saude.pt)  
Secretariat of the Reference Center: Email - [seccr@chua.min-saude.pt](mailto:seccr@chua.min-saude.pt)