

PATIENT INFORMATION**RELEVANT ASPECTS OF OUTPATIENT ACCOMPANIMENT MEDICAL CENTER**

1. The accompaniment is aimed at safeguarding the welfare and exercise of the rights of children, adolescents (up to 19 years of age) and women or pregnant person.
2. The accompaniment presents advantages for health care and the work of the health team, reducing the stress factor for children, adolescents and women or pregnant person.
3. The patient can decide if he/she wishes to be accompanied by a significant person.
4. One companion per patient is allowed. The change of companion must be coordinated with the health team.

RESTRICTIONS ON ACCOMPANIMENT

Some instances may prevent outpatient accompaniment, since the presence of the significant person may cause a health risk or discomfort to the child, adolescent, woman or pregnant person. These include:

1. Emergency situations with vital risk: In these cases, the health team may temporarily suspend the accompaniment of the patient depending on the risk of the procedures to be performed, ensuring the immediate return of his company as soon as the situation allows. As long as the patient is conscious, he/she should be accompanied.
2. Procedures that generate discomfort for children, adolescents, women or pregnant person where they express the desire not to be accompanied, considering their evolutionary faculties. This decision must be respected to assert the right to privacy.
3. Procedures or circumstances that generate a level of physical or emotional discomfort in the accompanying person, that prevent him/her from accompanying the patient or that, due to his/her condition, alter the integral well-being of the patient or that of the health team, making it

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impossible to provide care. In these situations, the health team may request a change of companion. If there are no other people, the procedure will be suspended in order to safeguard the patient's wellbeing, with a health professional assuming the role of companion to provide emotional support and generate less stress.

4. In specific cases, the health team may limit the entry of the accompanying person if he/she is in a situation of psychomotor agitation, under the influence of alcohol or other drugs, a contagious disease, or any other situation that puts the physical and mental health of the child, adolescent, woman or pregnant person at risk or prevents him/her from performing the accompanying action and providing the emotional support required.

RELEVANT ASPECTS OF ACCOMPANIMENT OF HOSPITALIZED PATIENTS

1. The accompaniment is aimed at safeguarding the welfare and exercise of the rights of children, adolescents (up to 19 years of age) and women or pregnant person.
2. The accompaniment presents advantages for health care and the work of the health team, reducing the stress factor for children, adolescents and women or pregnant person during the hospitalization process, providing security, protection and well-being.
3. In the process of accompaniment, it is essential to maintain good communication and linkage between the health team, the patient and his family.
4. Patient accompaniment is different from the concept of visits.
5. The patient can decide if he/she wishes to be accompanied by a significant person.
6. The accompaniment can be 24 hours a day.
7. One companion per patient is allowed. The change of companion must be coordinated with the nurse/midwife on duty.

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8. The accompanying person must complete the Informed Declaration Form for accompaniment upon admission, indicating his/her name and ID number together with the patient's data. This form contains relevant information on the rights and duties of the accompanying person.
9. The patient or his/her legal representative must complete the Consent/Assent Form about the accompaniment, where relevant information about the accompaniment is described.
10. The accompanying person will be informed of the physical resources available in each service.
11. The accompanying person must respect at all times the internal regulations and the instructions of the health personnel during his/her stay.
12. The accompanying person must respect and cooperate, if desired and with the consent/assent of the child, adolescent, woman or pregnant person, in the work routines of the team (e.g. bathing, vital signs control, medication administration, etc.).
13. The patient's privacy must be ensured in relation to taking photographs, recordings or films, whatever their purpose or use. In the case of graphic recordings for journalistic or advertising purposes of the institution, written authorization from the patient or legal representative shall be required.
14. During the procedures that are performed, it must be ensured that the accompaniment is maintained, as long as it does not represent a risk to the care itself or to other patients.
15. The health team may request the abandonment of the companion if he/she shows aggressive attitudes or any type of behavior that interferes with the operation or health care or constitutes a breach of what is defined in the internal regulations.

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PREGNANT PEOPLE****RESTRICTIONS ON ACCOMPANIMENT**

The health care team may restrict accompaniment in the following situations:

1. The child, adolescent, woman or pregnant person expresses opposition (does not give assent, in the case of minors under 18 years of age) to having contact with the person who wishes to provide accompaniment.
2. The health team or the patient needs to discuss a confidential matter.
3. Another patient presents an emergency in the room.
4. The companion puts the patient's integrity or that of another patient in the room at risk.
5. The person who is accompanying or intends to do so, presents a transmissible infectious disease that cannot be contained by pharmacological or non-pharmacological means (personal protective equipment). Also excluded in post-surgical care areas will be those accompanying persons who present skin infections, suppurative lesions, bacterial infections of the airway or active desquamative skin lesions.
6. In the event that the health care associated infection prevention and control program determines the existence of an outbreak of infections in the clinical service in which the child, adolescent, woman or pregnant person is located, where despite the control measures implemented, containment has not been documented and it is demonstrated that the presence of companions and their interaction with other patients is associated with transmission, the accompaniment will be postponed until the outbreak has been contained.
7. The companion is in a state of mental health crisis, psychomotor agitation, under the influence of alcohol or other drugs, contagious disease, or any other situation that puts the patient's physical and mental health at risk.
8. Legal or judicial restriction prohibiting the visitation of the hospitalized child, adolescent, woman or pregnant person.

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9. Failure of the accompanying person to comply with institutional regulations and indications of health personnel.

RELEVANT ASPECTS OF ACCOMPANIMENT IN EMERGENCY

1. Patients may be accompanied in the care room by a family member or significant person.
2. In the case of underage, they must be accompanied throughout their stay in the emergency room.
Both parents or the significant person to the patient may enter.
3. Accompaniment in the resuscitation room is subject to what the health personnel consider.

ACCOMPANIMENT RESTRICTIONS

1. Procedures that generate discomfort for the patient, where they express the desire not to be accompanied, considering their evolving faculties. This decision must be respected in order to enforce the right to privacy.
2. Procedures or circumstances that generate a level of physical or emotional discomfort in the companion, which prevent them from providing accompaniment or which, due to their condition, alter the integral well-being of the patient or the health team, causing the care to be unable to be provided. In these situations, the health team may request a change of companion.
3. In specific cases, the health team may limit the admission of the companion if he or she is in a state of psychomotor agitation, under the influence of alcohol or other drugs, a contagious disease, or any other situation that puts the physical and mental health of the patient at risk or that prevents him or her from carrying out the accompaniment action and providing the emotional support that is required.

REASONS TO TEMPORARILY SUSPEND ACCOMPANIMENT

1. If the authority declared a State of Constitutional Exception due to catastrophe:
 - a. Public calamity.
 - b. Health alert on the occasion of an epidemic or pandemic due to a contagious disease. Only if there are no adequate personal protection elements and/or the epidemiological condition may put both the pregnant person and his or her companion at risk.
2. Public safety event.
3. Security event within the institution, regulated by a resolution from the Management of the institution that explicitly states the alert, such as: floods, risk of collapse, fire, among others; as well as the start and end date of this restriction.
4. Event declared through a resolution from the Management, expressing an alert for a high risk of infections associated with health care; supporting the start and end date of the restriction.

In the event of suspension of accompaniment, these will be of a temporary nature only, so actions must be taken to resume it as soon as possible, as permitted by the event that triggered the suspension.