

PURPOSE:

Establish a set of guidelines to be followed by patients from admission until they are discharged from CER Hospital. These guidelines were established to protect the patients' safety and receive the best quality service with the required warmth.

LEGAL BASIS:

- The General Health Law (by the Mexican Department of Health)
- Official Mexican Health Standards
- COFEPRIS Regulations (Federal Commission for the Protection against Sanitary Risk)

ENFORCEMENT:

The following set of rules and regulations is mandatory for all hospitalized patients, their relatives, caregivers or visitors as well all hospital staff in regards to the admission process.

RULES AND REGULATIONS:

1. Keep your voice down in all areas of the hospital.
2. Patients' companions, relatives or caregivers should be between the ages of 18 and 60, be free of any infectious diseases and should not require any medical assistance.
3. Preoperative halls and surgery rooms are strictly off-limits to unauthorized personnel.
4. To avoid any contingency and physical harm to patients and staff, it is strictly forbidden to:
 - Visitors under the age of 18 in hospital rooms.
 - People under the influence of stimulants, narcotics, or toxic substances (no alcohol).
 - Flammable items, knives, guns, or any weapon.
 - Unauthorized people.
 - Any kind of food and beverages inside the hospitalization area
 - Medication not authorized by CER Hospital's Medical Staff.
 - Any flowers or plants.
 - Any kind of dolls or stuffed animals.
5. Do not place your feet up on the furniture.
6. Do not move the furniture in hospital rooms, these have been placed to make the patient's mobility easier.
7. In case of any damage or misuse of our facilities. furniture, or equipment by the patient or companion, there would be a charge added to the bill.
8. Hospital Bill payments may be done Monday through Friday from 8:00 am-5:00 pm and Saturday from 8:00 am-3:00 pm
9. For any suggestions and/or complaints, please refer them to the administration office on the first floor.
10. Avoid bringing valuables.

COVID-19 REGULATIONS:

1. You must bring a negative PCR performed 7 days prior. If you do NOT have a negative PCR, a serological test will be performed at a cost of 60 dollars and you will only have access to hospitalization until a negative result is obtained. (You will have to wait for the result on the first floor until you get it and once the result is obtained, only then can you enter hospitalization).
2. One companion per patient is allowed.
3. Must present an official identification upon admission.
4. You are only allowed to enter at the time of hospitalization together with the patient, visits are not accepted at any time per COVID protocol.
5. To eat, you must go to the hospital cafeteria, considering that the cafeteria hours services for family members are from 8:00 am to 5:30 pm.
6. Food can only be consumed in the cafeteria area, the entry of food and beverages to the hospitalization areas is prohibited.
7. You must stay in the room at all times, except for the times you eat food in the cafeteria.
8. You must have an N95 mouthpiece at all times, except in your suite. If you DO NOT bring it with you, the hospital will provide one and it will be charged to your patient's account.

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