



PATIENT MANUAL



OSWALDO CRUZ
HOSPITAL ALEMÃO

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Oswaldo Cruz



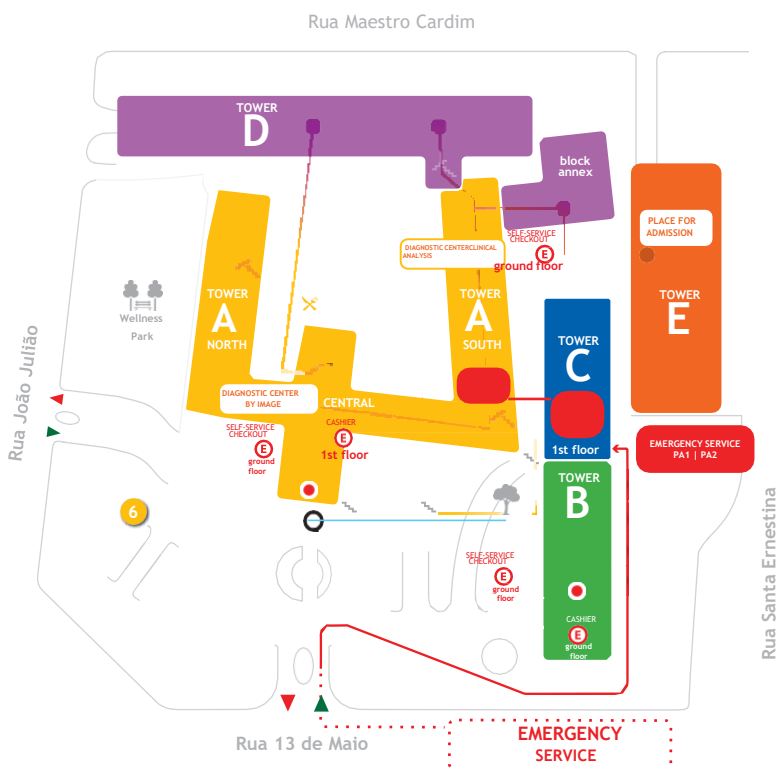
Welcome to Hospital Alemão Oswaldo Cruz

Thank you for choosing our institution to look after you.

This manual contains information about our processes and our commitment to offering you the best experience

Welcome.

GET TO KNOW OUR HOSPITAL



DOCUMENTS REQUIRED FOR PATIENT ADMISSION



If you come from the following countries: Argentina, Bolivia, Chile, Colombia, Ecuador, Guyana, Paraguay, Peru, Suriname, Uruguay or Venezuela must present:

- Original ID with photo;
- Insurance card or policy (if the service is provided via Health Insurance);
- Hotel address, room number, cell phone or place of accommodation;
- Doctor's request (if the appointment is for a test).



For patients coming from other places such as the United States, Europe or Asia, please present:

- Passport;
- Insurance card or policy (if the service is provided via Health Insurance);
- Hotel address, room number, cell phone or place of accommodation;
- Doctor's request (if the appointment is for a test).

PRIVATE PATIENTS / WITHOUT HEALTH INSURANCE

To be admitted, you must pay the amount due by the time you check in.

For your safety and comfort, we recommend that you pay in advance, at least 72 hours in advance via

*Swift/IBAN/Bank remittances. (If payment is made in advance, please send proof of payment to: cobranca@haoc.com.br, informing the name and number of the document (RNE or Passport) in the subject of the e-mail.

If payment is made in cash at the time of admission, we only accept the local currency - REAIS (BRL)

- Credit card payments can be made in up to 6 installments.

Important: If you are paying with your international card, make sure you ask your card company to enable or unblock it for purchases/payments abroad.



*The Swift code allows the accounts of financial institutions around the world to connect to the same system and the transfer of values takes place. In addition to the Swift code, you need the IBAN, which identifies the customer's account that will receive international transfers

ADMISSION

- Upon admission, you will receive a white striped wristband with your identification (full name and date of birth), which must not be removed while you are in the hospital.

- In the case of private admissions, you or your guardian should contact the Finance Department, located on the first floor of Block E at ext. 1652/6015, to access the partial breakdown of the amounts due for the admission, every 3 days. The Treasury's opening hours are Monday to Friday, from 8 a.m. to 5.30 p.m.

ATTENTION: Some of our patients and their families have been approached by external calls and WhatsApp messages asking to be charged for procedures on behalf of Hospital Alemão Oswaldo Cruz.

We contact our patients and/or their families, without exception, but through our internal treasury teams or directly through the doctor's secretary with proper identification.

We emphasize that, under no circumstances, is any hospital employee authorized to pass on patient information to any professionals, including doctors, who request personal data by telephone call or WhatsApp. If you are contacted, please contact our communication channels on (11) 3549-1000.



INTERNAL TRANSFER

- In the event of a change in your clinical condition and the need to transfer your room to the Intensive Care Unit, your companions must vacate the room immediately.
- In the event of a change of accommodation, the price will be adjusted.
- Companion(s) are not allowed in the room while you are in the ICU. You can count on our support, we're on extensions 1642 and 1643.
- If you need to, please contact our concierges via their extensions: 0284, 1442 and 1443.

GENERAL GUIDELINES

- When traveling on the streets of Brazil, always carry a copy of your document and keep the original safe where you are staying. If it is lost, go to the Consulate to request an emergency document that will allow you to identify yourself internationally and return to your country. See the website below for information on your country's consulate: <https://www.gov.br/mre/pt-br/issues/Embassies-Consulates-Missions>.
- When you travel to Brazil with medicines, remember that they are subject to health inspections. To facilitate your entry into the country, it is recommended that you have your doctor's prescription with you and keep your medication in its original packaging.



SERVICES NEAR HOSPITAL ALEMÃO OSWALDO CRUZ

For your convenience, we have listed some services near Hospital Alemão Oswaldo Cruz to help you during your stay.

Hotels: Patient Care

- Radisson Hotel Paulista São Paulo (490 meters from the Hospital) Alameda Santos, 85 - Jardins, São Paulo Telephone: +55 (11) 2627-1000
- Mercure São Paulo Bela Vista (470 meters) Rua Maestro Cardim, 407 – Paraíso Telephone: +55 (11) 2853-7000
- Mercure São Paulo Grand Plaza Paulista (540 meters) Rua Leônicio de Carvalho, Paraíso Telephone: +55 (11) 2627-6700
- TRYP Wyndham São Paulo Paulista Paraíso (690 meters) Rua Afonso de Freitas, 148, Paraíso Telephone: +55 (11) 2853-7000

Shopping Malls:

- Shopping Pátio Paulista (220 meters) R. Treze de Maio, 1947 - Bela Vista, São Paulo – SP
- Shopping Cidade São Paulo (1.1 km) Av. Paulista, 1230 - Bela Vista, São Paulo – SP

Cab service:

- Located on Rua João Julião, opposite one of the hospital entrances. Call from room extension: 1500 or on the phone: +55 (11) 3284-3925

Currency exchange offices:

- Getmoney R. Treze de Maio, 1947 Located inside Shopping Pátio Paulista (220 meters)
- Quotation R. Treze de Maio, 1947 Located inside Shopping Pátio Paulista (220 meters)
- Day Cambio Avenida Paulista, 1230 Located inside Shopping Cidade São Paulo (1.1 km)



OSWALDO CRUZ

HOSPITAL ALEMÃO

Unit Paulista


Rua Treze de Maio, 1815 | Bela
Vista São Paulo - SP | Zip Code:
01327-001


Unit Campo Belo

Av. Vereador José Diniz, 3457 Sobreloja |
Campo Belo São Paulo - SP | Zip Code: 04616-
003

Relationship Center

11 3549-1000

 www.hospitaloswaldocruz.org.br

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