



Institut Guttmann



@iguttmann



@iguttmann



Institut Guttmann



**guttmann.com**

Camí de Can Ruti, s/n  
08916 BADALONA  
Telephone (34) 934 977 700

# INFORMATION DOSSIER *for patients and families*





## INDEX

### **3 The Institut welcomes you**

### **7 First days in hospital**

### **11 Your stay in hospital**

- 11 Food and drink
- 13 Receiving visitors and gifts
- 14 House rules
- 16 Services
- 20 Out-of-hospital passes
- 22 Outpatient rehabilitation
- 23 Public transport and parking
- 24 Measures to maintain and participate in your safety
- 26 Environment

### **29 Preparing your return home**

- 29 Transport
- 30 Medication
- 30 Primary care doctor
- 30 Website about disability of neurological origin
- 31 Specialist Assessment and Support Team
- 32 Intensive Rehabilitation Programme in the Community
- 33 Sports&life Guttman Club
- 34 Programme for the promotion of independent living
- 35 Guttman Barcelona Life

### **37 Other information of interest**

- 37 Corporate Social Responsibility Report
- 38 Sustainable Development Goals
- 39 Volunteering, friendly support
- 40 Friends of the Institut Guttman. Collaborate with the Foundation
- 41 Guttman Barcelona Agora, a space for knowledge
- 41 Advance directives
- 42 Healthcare Ethics Committee
- 42 Ethical Code Channel
- 43 Life support measures
- 44 Data protection
- 44 Recordings inside the hospital
- 45 Suggestions and complaints
- 45 Social networks

### **47 Annex**

- 47 Institut Guttman Code of Ethics
- 53 Charter of Citizens' Rights and Responsibilities Regarding Health and Health Care Generalitat de Catalunya Department of Health.

### **58 Blueprints**

### **60 Telephone and address directory**





# THE INSTITUT

## *welcomes you*

**O**n behalf of the entire team of professionals at the Institut Guttman, I am pleased to welcome you to our hospital, to thank you for the trust you have shown in us by choosing us for your rehabilitation treatment, and to express our wish that your time with us will be highly beneficial and satisfactory, both for you and for your family and loved ones.

During this time, our top priority will be to ensure your health and safety at all times, while providing you with the most advanced clinical and specialised neurorehabilitation treatments available in the world today, for which we have the best facilities and technologies adapted to your needs, but, above all, with a team of expert, highly competent and motivated professionals to offer you a quality service with great human warmth.

At the Institut Guttman, during your rehabilitation process, we will do everything to repair your neurological injury and achieve your previous level of functionality, or as much as the injury allows. Likewise, when the after-effects are unavoidable, we will guide you and your family to adapt to the new reality so you can live as independent, inclusive and participatory a life as possible. This is our commitment.

We encourage you to establish a relationship of trust in which we will always strive to find the best solutions to any problems or doubts that may arise during your stay. And from now on, as strange as this may seem to you at this moment, we encourage you to live this stage of your life in a positive and beneficial way.





## Welcome

From the moment you are admitted, we provide you with a team of professional experts in neurorehabilitation who will ensure that your treatment is the most specialised, personalised, intensive and tailored to your needs. Both you and your family will receive not only the care we provide, but also the psychological and social support necessary to help you deal with this situation in the best possible way.

Our person-centred care model aims to empower the patient and their family, so that, based on free and informed consent, you become a key element in the decision-making process of the rehabilitation treatment, together with the team of professionals. We know from experience that a patient who actively participates in his/her rehabilitation process gains optimum results from it.

For all these reasons, it is very important that you get to know how the hospital works, get involved in your rehabilitation from the very start and share experiences with other patients and families who have either experienced this situation before or who are in the same situation as you are now. This exchange of experiences will be of great help and comfort to you.

We will try to be at your side at all times, giving you guidance in everything you need. There will be difficult moments, but together we will manage to create a positive atmosphere of respect and cordiality. The document you have in your hands will be very useful to you throughout your stay in hospital and also once you are home, so please read it carefully. We would like you to take care of the hospital and feel at home. We also hope that you will always treat each other with respect and kindness.

We are sure that day by day you will gain confidence and security, and that together we will work to restore your independence and functionality as much as possible.

It will be a pleasure to be at your side on this journey.



**Dr Montserrat Bernabeu**  
Care Director



**Elena Hernández**  
Head of Nursing





## FIRST DAYS *in hospital*

**A**rrival at the hospital can be a time of change that both the patient and their family may experience with some anxiety. We ask you to be calm because during the first days we will get to know each other and begin to assess your needs and decide which interventions to implement.

During the first 24 hours, your doctor will visit you to make an initial assessment of your condition. You will meet your nurse, who will always be looking after your care and attention. You will get your rehabilitation plan and we will carry out all the complementary tests necessary for this comprehensive assessment. The rest of the neurorehabilitation team will visit you during the first week.

At the Institut Guttmann, family members and/or caregivers play a fundamental role in the patient's rehabilitation. Therefore, it is highly recommended that they are present from the very beginning, given that one of the functions of the nursing staff is to offer them information and to provide them with knowledge and techniques to help the patient to be as independent as possible.

The hospital's NeuroPsychosocial Area enables family members to meet and participate weekly in interactive, educational and informative work groups.



## INSTITUT GUTTMANN, ACCREDITED CENTRE



The Institut Guttmann is a hospital specialised in the medical-surgical treatment and neurorehabilitation care of people who have suffered a neurological injury.

The institution maintains a strong commitment to quality and safety in care. The priority objective of all the professionals working at the hospital is to provide adequate care for both the patient and his/her family.

The hospital has the main national and international accreditations that certify that its activity complies with the standards of quality of health care and management of the organisation in all its areas. The Institut Guttmann has CSUR «Complex Spinal Cord Injury» accreditation from the Spanish National Health System and is accredited by the prestigious *Joint Commission International*, which certifies that it complies with international quality standards for health care and management; it is also committed to environmental care and preservation with *EMAS certification*, and *IQNet SR10*, which certifies that all the organisation's actions incorporate socially responsible management systems.

We make sure that your stay with us is as comfortable and convenient as possible and that it complies at all times with the health and safety regulations established by the health authorities.

Our work is based on a model of person-centred care that recognises the uniqueness of each individual. Each patient is unique and unrepeatable and for this reason we attend to each person based on their particular needs.

The Institut Guttmann is an organisation at the service of people that aims to ensure their well-being, peace of mind and comfort throughout the entire care process. Our priority is offering warm and friendly care that respects the rights and needs of patients and their families.

## ADMISSIONS AND CUSTOMER SERVICE AREA

The Admissions and Customer Service Area is responsible for managing access to the Institut Guttmann, as well as welcoming and informing patients and carrying out any administrative procedures related to admission, transfers, appointments, outpatient rehabilitation, management of hospital discharges, management of orthotics and technical aids and medical transport, among others.

To access any of the services or benefits provided by the hospital, please go to the Admissions Area located in the hospital lobby, or contact us by telephone on +34 934 977 700 or by email at [admissions@guttmann.com](mailto:admissions@guttmann.com).

We are also at your disposal to learn about your experience and to deal with any suggestions, complaints, claims and/or thanks related to your stay with us.

### Admissions

In the hospital lobby

By telephone:

+34 934 977 700

By email:

[admissions@guttmann.com](mailto:admissions@guttmann.com)

## ITEMS FOR PERSONAL USE

During your stay in the hospital, you will have a wardrobe where you can store your clothes and any personal items you may need. Please bring all your own hygiene items with you: bath soap, cologne, deodorant, toothbrush, toothpaste, comb, shaving utensils, etc.

Patients at the Institut Guttmann do not wear the characteristic "hospital pyjamas". This is part of the rehabilitation process, where the patient is not a sick person but someone who actively participates and is fully involved in his/her rehabilitation and in carrying out activities of daily living.

We recommend you bring the most comfortable clothes possible, such as tracksuits or similar, cotton underwear, jumpers, sports shoes (1 or 2 sizes larger than usual and preferably with Velcro), scarves, etc. Please mark items with your name and surname so they can be identified if lost.

Your friends and relatives should be responsible for washing your personal clothing. The hospital has a laundry service on the ground floor (-1) open from 9 am to 9 pm.

If you are an outpatient, you can have a locker with a key in the Functional Rehabilitation Area where you can store your clothes and any personal items you may need. It is advisable to bring a complete change of clothes in addition to everything you may need.

For more information on outpatient care, see page 22.

### Outpatient care

More information on page 22







# YOUR STAY *in hospital*

## FOOD AND DRINK

### MEALS AND DIETS

During your stay we will serve the following meals:

- Breakfast at 8 am.
- Lunch at 1.30 pm.
- Dinner from 7.30 pm, depending on the hospital unit where you are admitted.

The catering service that the Institut Guttmann works with offers quality, varied and appropriate food for each person. The hospital's dietician will present you with the different menu options that you can choose from each day.

We recommend that you follow the dietary regime established by your doctor, in accordance with your needs and care requirements.

For reasons of origin or religion, you may request a special diet which we will try to provide you with. If your friends and relatives wish to bring you other food or drinks, please consult your nurse.

For hygiene reasons, **please do not keep any food in your room.** If you need us to keep any food in the fridge, we ask you to keep only those products that are going to be consumed on the same day.



## CAFETERIA SERVICE AND OTHERS

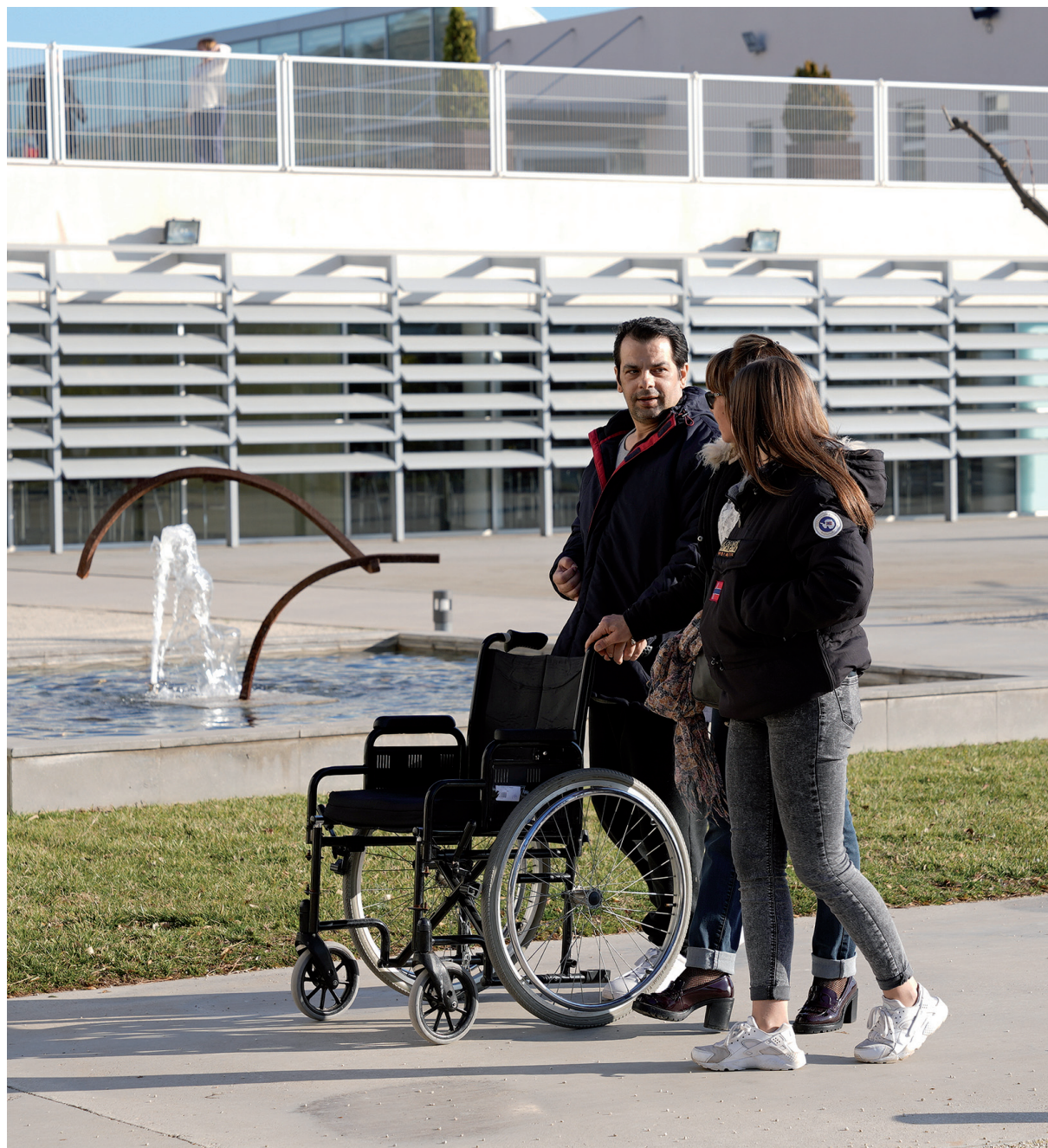
### Opening hours

Cafeteria  
9 am to 8.30 pm

Self-service restaurant  
1.30 pm to 3.30 pm

On floor (-1), you and your family and friends will find a cafeteria service open from 9 am to 8.30 pm and a self-service restaurant where those accompanying you can have lunch from 1.30 pm to 3.30 pm.

Vending machines for hot drinks, soft drinks, mineral water and snacks are permanently available at various locations throughout the hospital, as well as in the Shop located on floor (0).



## RECEIVING VISITORS AND GIFTS

### VISITS FROM FAMILY AND FRIENDS

Visitors may be received daily between 9 am and 9 pm. In order to guarantee the rest and well-being of patients, we recommend a maximum of 2 people per patient in the room.

Children under 12 years of age must be accompanied by an adult at all times.

Pets are not allowed inside the hospital grounds, with the exception of properly accredited guide dogs. Please ask the nursing staff about any other special circumstances.

**The hospital's Healthcare Management reserves the right to modify the criteria of visits if circumstances so require.**

### Visiting hours

Daily from  
9 am to 9 pm

Maximum 2 people  
per patient in  
the room.

### FLOWERS AND PLANTS

If you are given flowers, the nursing staff will help you put them in water and arrange them appropriately. Plants or pots with soil are not allowed in the Hospitalisation Units.





# HOUSE RULES

## VALUABLES

### Safe

From Monday to  
Thursday  
10 am to 2 pm and  
3.30 pm to 5.30 pm  
Friday 10 am to 2 pm

It is important for your safety and that of the hospital that during your stay you do not have valuables - especially jewellery - and that you do not have a lot of cash on you. If necessary, you can hand them over to your relatives or, as a last resort, deposit them in the hospital safe in the Administration Department (this service is available on weekdays from Monday to Thursday from 10 am to 2 pm and from 3.30 pm to 5.30 pm, and on Fridays from 10 am to 2 pm). The hospital cannot be held responsible for any valuables or money that have not been deposited in the safe.

## SMOKE-FREE HOSPITAL

Smoking is absolutely forbidden throughout the hospital grounds, both indoors and outdoors. The use of other drugs is also strictly forbidden. If you suffer from any addiction, please inform your doctor on admission.

## SAFETY, FIRE PREVENTION AND WASTE MANAGEMENT

The hospital has a safety and fire prevention plan. In the event of an emergency, please remain calm and follow the staff's instructions. The hospital has a round-the-clock security service in place to ensure everyone's safety, and to deal with situations that require special action.

If you detect an emergency, try not to lose your calm and inform the nearest member of staff.

# MAINTENANCE AND USE OF FACILITIES

The cleaning staff is responsible for always keeping the hospital clean and hygienic. We ask for your cooperation in helping us to keep it in optimal conditions, especially the toilets and other common areas of the hospital.

Out of respect for the person with whom you are sharing your room, we ask your family and friends to use only the public toilets located in the corridors of the hospital.

Do not use place objects or posters on the headboard or the trapeze, and try to keep a minimum of items on the bedside table.

If you want to put up small posters or pictures on the walls, [use adhesives that do not damage the walls and are easy to clean](#). Consult the nursing staff.

Towels and bed linen are changed daily, and both can be made available to you whenever you need them. However, [we would appreciate your cooperation in contributing to the rational use of resources, such as water and detergents](#), with the aim of reducing their environmental impact.

Always use the litter bins, both inside the hospital and in the gardens.

Notify the nursing staff whenever you observe any deficiencies or detect any situation that needs to be corrected or resolved urgently.





## SERVICES

### LEISURE SPACE

The hospital has a leisure or rest area set up for priority use by patients, relatives, carers and friends on floor (-1). The purpose of this area is to promote comfort and relaxation during leisure time, which is key to wellbeing and maintaining the continuity of the “life project” of the patient and the people around them.

We have prepared a full programme of leisure and free-time activities within the hospital grounds: cultural activities, celebrations, presentations, art workshops, reading workshops, cinema, yoga, debates and other activities such as exhibitions, games room and library. The social worker will inform you about the programme of activities and will provide you with the necessary support and material for the different workshops.



### TELEVISIONS AND ELECTRONIC DEVICES

Each room is equipped with a television set. For this reason, only small audio-visual equipment will be allowed in the rooms. To promote a cordial and respectful atmosphere with the people around you, please adjust the volume of sound devices to a level that does not cause any discomfort to your roommate.

To use the television sets, you must use a magnetic card which can be purchased from the vending machines located on floor (0). You can also purchase headphones so that you can listen to music or watch TV at the volume you wish without disturbing the person you share your room with. You may also use your own electronic devices while respecting your roommate's right to rest.



## TELEPHONE AND WIFI SERVICE

Each bed has a telephone with only one line per room. You will be able to receive calls directly from outside if you know your extension or through the operator. To make calls you will need to purchase a magnetic card from the vending machines on floor (0).

<b>Hospital telephone:</b>	<b>+34 934 977 700</b>
<b>Room extensions:</b>	<b>2 + the number of the room's odd-numbered bed.</b>
<b>Example:</b>	<b>room with beds 415-416 → extension 2415</b>

Please note that the use of mobile phones and other radio transmitting equipment may interfere with the correct functioning of electronic devices. Always follow the instructions of the nursing staff regarding the use of mobile telephones. The hospital cannot be held liable for any material damage to your terminal if you use it.

The Internet connection is through the Institut Guttmann's public wireless network and favours mobility and ease of access, mainly in the hospitalisation units and common areas. If you need information on how to set up your computer, ask the nursing staff for instructions.

Public computers with Internet access are available in the Leisure Area, located on floor (-1).

The hospital accepts no responsibility whatsoever for any material damage to your laptop, tablet, or other electronic devices. Connection is not guaranteed as priority is given to care services.

## RELIGIOUS SERVICE

The hospital has an ecumenical Reflection Space for meditation, prayer, and religious services on floor (-1). pPatients' religious, ideological and cultural beliefs will be respected, as long as they do not conflict with the Universal Declaration of Human Rights, current legislation or third-party rights, and that they respect the hospital's operating rules.

The Reflection Space is open to everybody undergoing treatment at the hospital, their families, and friends. When you wish to contact the person responsible for a particular religious service, please let the nursing staff know, and we will try to ensure that your request is met.



## HAIRDRESSING SERVICE

The Institut Guttmann has a hairdressing service, located on floor (-1) next to the laundry room. It is available for all hospital users. Consult the price list and make an appointment at the service itself.

### Hairdresser's

Every afternoon from Monday to Friday, by appointment.

Appointments:  
extension 2106  
or in person.

## LAUNDRY AREA

Your family or friends will have to take care of your personal laundry; if you have any difficulties, we will help you find a solution. For this purpose, **we have a Laundry Area located on floor (-1)**, with a coin-operated washing machine and tumble dryer.

The preferred hours of use are from 9 am to 9 pm. **We also have an external laundry service that can collect and return all your clothes. Please ask the nursing staff for opening hours and rates.**

### Laundry

Floor (-1)  
From 9 am to 9 pm

## SHOP

On the ground floor (0), near the hospital entrance, is the shop where you can find newspapers, books, magazines, gifts and other items. Opening hours are mornings and afternoons on weekdays, and mornings on Sundays and public holidays.

### Shop opening hours

Monday to Friday: from 8.30 am to 2 pm and from 3 pm to 7.30 pm.

Weekends and public holidays:  
from 9 am to 2 pm

## OUT-OF-HOSPITAL PASSES

During leisure hours, you may move freely around the hospital grounds, the Leisure Area and the Reflection Space located on floor (-1). Out of respect for the common areas and for everyone's comfort, it is not permitted to walk on the grass or walk around the gardens without a shirt or T-shirt.

Excursions outside the hospital must always be supported by medical authorisation and the corresponding passes:

### ➤ EXCEPTIONAL LEAVE FOR EXCEPTIONAL REASONS

Whether you are an outpatient or an inpatient, when you need to go out on an exceptional basis, you must request this from your doctor 24 hours in advance.

In all cases, before you are given permission to leave, you must read and sign a document that will be provided to you in which you declare that you are aware of and agree to assume any risk and responsibility when you are outside the hospital. Patients under 18 years of age must have a signed authorisation from their parents or guardians in order to be able to take advantage of this leave.

You will also need a pass authorised by your doctor to participate in any sporting or cultural activity outside the hospital that is part of your rehabilitation programme or the Sports & Life Guttmann Club initiative or others.

### ➤ WEEKEND LEAVE

During the rehabilitation process, your doctor will inform you when he or she considers that you can spend your first weekend at home. This is from Friday or Saturday, at the end of your rehabilitation treatment, until Sunday evening. You must apply to your nurse before Friday of each week.

The aim of leaving the hospital regularly is to make progress in the development of your personal autonomy, effectively gaining confidence in your own possibilities, facilitating the correct adaptation of your home, and helping normalise your relationship with your family and loved ones. In short, they help to prepare you for your return home.



### ➤ LEAVE PASS DURING FREE TIME

When your doctor considers that you can leave the hospital, you will be given a pass that you must personally keep and hand in when necessary.

The fact that you have this pass indicates that you have begun a new stage of rehabilitation, in which you will be able to go out in the vicinity of the hospital for a limited period, if you so wish and provided that it does not coincide with your treatment schedule, your night's rest or other activities that require your participation.



# OUTPATIENT REHABILITATION

If you or your family member is starting treatment on an outpatient basis, there is some new information that it will be important for you to know:

## ➤ SCHEDULE

On the day treatment begins, we will personally inform you of the days and times assigned to you, as well as the team of professionals who will be attending you.

## ➤ PERSONAL BELONGINGS

You will have a locker in the Functional Rehabilitation Area where you can leave your personal belongings. We recommend that you always have a large towel and a complete change of clothes (T-shirt, trousers, underwear, etc.) in case it is necessary.

It is advisable to bring spare incontinence material (collector, nappies, etc.).

## ➤ CLOTHING AND FOOTWEAR

Remember to always wear suitable sports clothing and footwear.

## ➤ MEDICATION

If you need to take any medication during the rehabilitation timetable, you must bring it from home and inform the person in charge.

## ➤ DIET

Lunch is included in your programme. If you have any allergies or follow a special diet you will need to notify the person in charge.

## ➤ COMMUNICATION WITH THE TEAM

- During the first few days we will provide you with your rehabilitation programme.
- If you arrive later than the scheduled time, you must notify the Rehabilitation Area before 11 am.
- If you cannot attend rehabilitation, please notify us the day before or the same day in the morning, before 11 am.
- On a monthly basis, you will be summoned by your doctor in charge to evaluate your progress and assess your expected neurorehabilitation goals, as well as the date of discharge when appropriate.
- You can send us your suggestions, proposals for improvement, thanks or complaints through the following channels:
  - By email: [canalcodietic@guttmann.com](mailto:canalcodietic@guttmann.com)
  - In person in the admissions lobby where you will be provided with a form where you can let us know your opinion.
- We remind you that during your treatment you may be required by different professionals of the therapeutic team to assess, inform, carry out tests, etc.

## ➤ Contact the

## Functional Rehabilitation Area

+34 934 977 700 ext. 2146

[rehabilitacio@guttmann.com](mailto:rehabilitacio@guttmann.com)

# PUBLIC TRANSPORT AND PARKING

For environmental and sustainability reasons, we recommend that you use public transport whenever possible. There is a city bus service from the door of the hospital to different points in Badalona and Barcelona, such as the Badalona RENFE train station, the metro and bus stops.

For more information on the public transport network, we recommend that you visit the website:

<https://www.tmb.cat/es/home>

There is a taxi rank near the hospital. If you need it, the Information desk in the lobby can arrange for a taxi.

Although we recommend that you use public transport to get to the hospital, if you or your relatives need or prefer to use a private car, we have a private car park available free of charge for people coming to the hospital (patients, relatives, hospital staff, students and other visitors). **In this case, we would be grateful if you would respect the spaces reserved for ambulances and vehicles with parking cards for people with reduced mobility.** Should the car park be full, we regret any inconvenience this may cause you and would like to inform you that there is a public car park, free of charge, located next to our hospital grounds.

The hospital accepts no liability whatsoever for any physical and/or material damage that may result from the use of the car parks.

# MEASURES TO MAINTAIN AND PARTICIPATE IN YOUR SAFETY

The Institut Guttmann is a hospital committed to the quality and safety of its patients. The best way in which you can contribute to improving your own safety or that of your family member is by being an active member of the team alongside the professionals who care for you.

For this reason, it is very important that you and/or your family actively participate in all decisions about your care throughout **the entire care process (hospitalisation, outpatient consultations and outpatient rehabilitation)**, including some safe practices that we recommend below.



## Correct identification:

- Participate actively by providing your name, surname and date of birth to professionals before receiving procedures, treatment or interventions.
- Let us know if you detect that any of your personal identification information is incorrect.

## Infection prevention:

- Make use of the hydroalcoholic solutions that are dispensed at various locations in the hospital (rooms, cafeteria/restaurant and at the entrances to the rehabilitation areas).
- Wash your hands after using the toilet and before eating.
- If you experience diarrhoea, vomiting or feel feverish, notify the nursing staff.



## Prevention of falls:

- Wear closed and properly fitting footwear.
- Make appropriate use of the aids you use to move around (cane, walkers, wheelchairs...).
- Get up slowly from your bed, chair or seat to avoid dizziness and always use your stronger side.



## Medication:

- Make sure your doctor and nurse are aware of all the medication you take. This includes prescription, over-the-counter, dietary supplements and homeopathy.
- Let us know if you do not understand what you are taking your medication for or if you have had any allergic reactions.
- You should be always aware of your medication, and if you notice any changes do not hesitate to ask the professionals.

## Prevention of pressure ulcers:

- If possible, change position often, even when you are in bed.
- The nursing staff is available to help you change position and provide you with the necessary material support to reduce the risk of pressure ulcers during your stay.



## Before you leave the hospital, please make sure that:

- You have your discharge report.
- You have the medication to take on discharge, which has been explained to you and that you understand how to take it.
- You know who to contact in case of doubts.
- You know when your next visit is due.

The Institut Guttmann's team of professionals will inform you at all times of what you need to know, however, it is very important that you play an active role in your treatment and that you bring your concerns and worries to us whenever you feel it is necessary.

# ENVIRONMENT

One of the main commitments of the Institut Guttmann, as stated in its Mission, Vision and Values, is to be an organisation of excellence that is sustainable and respectful of the environment. In this sense, the organisation has ISO 14001, EMAS and ISO 50001 accreditations.



The Institut Guttmann's facilities are located within the Serra de Marina Natural Park, which is part of the Network of Protected Natural Spaces of the Diputació de Barcelona. We manage the environment efficiently in terms of consumption, waste management and the prevention of environmental impact, while at the same time promoting good environmental practices among all the entities and people who have dealings with the Institut Guttmann.

We encourage you to take these good practices into account and thank you for your collaboration:



## RECYCLING POINTS

Reduce your waste as much as possible and use the recycling points provided in the hospital for proper waste separation.



## HEATING AND AIR CONDITIONING

Make efficient use of air conditioning and heating, e.g. in winter open the blinds during daylight hours so that the sun naturally warms the room, and close them at night to avoid losing heat through the windows.



## WATER

Do not leave the tap running when not in use. Inform the staff of any issues that arise.



## LIGHT

Make the most of natural light, using artificial lighting only as a supplement. Do not leave lights on unnecessarily.



## LAUNDRY

Use detergents and other environmentally friendly products and dispose of waste in the appropriate containers.



## WASHING

Avoid excessive washing. If you leave your towel on the towel rack you are indicating that you do not want the towels to be changed today.



## ENVIRONMENT

Take care of the surroundings of the hospital and the animals that live there.



## MOBILITY

Use public or shared transport as much as possible.







## PREPARING *your return home*

In the final stages of your hospitalisation, we will encourage you to go on a few weekend outings at home, provided that your condition allows it and the geographical conditions are favourable. This will stimulate your contact with the outside world and make it easier for you to adapt to your new reality.

Before discharge from the hospital, together with your family and with the guidance of the therapeutic team, we will begin to plan your return home. You will receive information on different aspects such as maintaining your health, preventing complications, the sexual sphere, technical aids, home adaptations, urban mobility, social benefits and community services, among others.

### TRANSPORT

If you need an ambulance for discharge or to start your out-patient treatment, please contact the hospital's Admissions and Customer Service Area.



## MEDICATION

Before discharge, the nursing staff will answer any questions you may have regarding medication. On the day you are discharged, you will be given your report and any electronic prescriptions you need.

Remember that your usual pharmacy will supply you with the prescribed treatment. Talk to the Nursing Department about other materials such as catheters, bags and collectors.

## PRIMARY CARE DOCTOR

When you get home remember to make an appointment with your primary care doctor for follow-up care. In the event of emergency, you should always contact the emergency telephone number 112.

## WEBSITE ABOUT DISABILITY OF NEUROLOGICAL ORIGIN



On the SiiDON web portal, the Institut Guttmann's comprehensive information service on disability of neurological origin, you can find answers to many questions about the different areas involved in disability of neurological origin: health advice, care, rehabilitation exercises, legislation, specialised services, technical aids, leisure alternatives, training, associations, etc.

This is an initiative that the Institut Guttmann makes available to all those interested in accessing useful information related to the world of neurological disability, with the intention of facilitating the functional autonomy, wellbeing and social inclusion of those affected and their families.

In the Santi Beso Arnalot Documentation Centre located on floor (0) of the hospital, you will find a specific space where you can consult the SiiDON portal with the help of the centre's staff.

**Enter and discover everything SiiDON has to offer in just one click!**  
**[siidon.guttmann.com](http://siidon.guttmann.com)**



## SPECIALIST ASSESSMENT AND SUPPORT TEAM

The Specialist Assessment and Support Team (EASE, acronym in Spanish) works inside and outside the hospital to promote the social and family reintegration of people affected by a disability of neurological origin. This team works at the different levels of the health, social health and social care network with the objectives of reintegrating the patient into their environment and guaranteeing the suitability and continuity of care, favouring the quality of care, and cooperating with professionals from different areas by transferring specific knowledge and skills.

The interventions carried out include home assessment for advice on removing architectural barriers, telephone contact with the patient's primary care team, home visits after discharge from hospital, community programmes, etc.





## INTENSIVE REHABILITATION PROGRAMME IN THE COMMUNITY

At the Institut Guttmann, we take rehabilitation beyond the clinical setting to encourage your participation in activities of daily living and leisure time. For this reason, and in line with the philosophy of independent living, we propose different out-of-hospital programmes that form part of your rehabilitation process and, at the same time, accompany you in the process of recovering an autonomous and satisfactory life.

The Intensive Rehabilitation Programme in the Community offers a chance to experience the model of independent living for a while through a programme of activities that seek to help individuals to get to know and obtain the maximum potential of their abilities, as well as providing them with the necessary tools for their autonomy and empowerment.

Under the guidance of professionals and monitors who are former patients of the Institut Guttmann and who have already achieved a high degree of functional autonomy and social participation, the programme combines physical training and community activities such as the use of public transport, sports and participation in cultural and leisure activities.

More information about the Programme at [guttman.com](http://guttman.com).

### More information

[guttman.com](http://guttman.com)

## SPORTS&LIFE GUTTMANN CLUB

The Sports&Life Guttmann Club lets you practise sport and other social and cultural activities in a different environment than usual and in an inclusive and accessible way. The activities are organised and supervised by professionals from the Institut Guttmann who guarantee their accessibility and correct coordination so that the result is as positive and satisfactory as possible for everyone.

These are activities where it is possible to be accompanied by friends and family, as they are usually held outside working hours and on weekends. In this way, you will be able to see first-hand that there is a wide range of leisure, sporting and cultural activities available to you.

Activities programme at [guttman.com](http://guttman.com)

### Activities

Activities programme at [guttman.com](http://guttman.com)





## PROGRAMME FOR THE PROMOTION OF INDEPENDENT LIVING

### More information

[barcelonalife.guttmann.com](http://barcelonalife.guttmann.com)

At the Institut Guttmann, we have set up a programme aimed at empowering people with functional diversity who want to be the driving force behind social transformations that help to recognise their rights and make decisions based on their own values.

The Support for Independent Living Programme offered by Guttmann Barcelona facilitates the practice of this philosophy to the residents of Guttmann Barcelona Life.



## GUTTMANN BARCELONA LIFE

Guttmann Barcelona Life is a facility consisting of a complex of fully adapted apartments with home automation that offer a broad range of complementary services tailored to each user.

The facility allows people with a physical disability or mobility problems to lead an independent life, exercising their personal autonomy, in a context of inclusion and social participation, and adjusted to their own lifestyle.

In addition, the apartments are an excellent option for dependent people who are looking for a safe, comfortable environment that promotes their personal autonomy. Accommodation can be for short or medium stays depending on the needs of each person and/or family.

The apartments, measuring between 53 and 56 m<sup>2</sup>, and with or without a terrace, are spacious and fully adapted with the most modern home automation solutions. The building is a clinical-residential complex with permanent surveillance and 24-hour support for occasional and unexpected care.

### More information

Telèfon 933 512 211  
[bcnlife@guttmann.com](mailto:bcnlife@guttmann.com)







## OTHER *information of interest*

### CORPORATE SOCIAL RESPONSIBILITY REPORT

The Institutional Policy of Corporate Social Responsibility of the Institut Guttmann is the document that, in line with the foundational objective, is the policy that runs across the entire organisation, from voluntary involvement and beyond what is established by current legislation.

Annually, the Institut Guttmann publishes its Social Report, which includes the Corporate Social Responsibility report and reflects the activity carried out by the organisation throughout each year. In addition, since 2005, the Institut has been committed to a policy of total information transparency through the Transparency and Good Governance Portal on the institution's website, which contains all the information and documentation related to the management of the organisation as well as the results of audits and accreditations, among others.

The Fundació Institut Guttmann is accountable to the Protectorate of Foundations, the guardianship, control and supervisory body of the Department of Justice of the Generalitat de Catalunya, as well as to the Department of Health and the Ministry of Finance of the Government of Spain. In addition, the Institut Guttmann is certified with IQNet SR10 accreditation, which certifies that it incorporates Corporate Social Responsibility Management Systems in all its activities.

You can consult the different Corporate Social Responsibility Reports by visiting the website

[rsc.guttmann.com](https://rsc.guttmann.com)



## SUSTAINABLE DEVELOPMENT GOALS

The Fundació Institut Guttmann is a member and signatory partner of the United Nations Global Compact. The Institut's CSR Committee has prepared an analysis of those Sustainable Development Goals proposed by the Global Compact in which it contributes most notably with the implementation of its activity.

Six of the Sustainable Development Goals (SDGs) are among the Institut's priorities.

**The fundamental goal of the Institut Guttmann, in this sense, is to promote the reduction of social inequalities of people with disabilities with the promotion of the Sustainable Development Goals (SDGs), specifically those SDGs that are directly related to disability and that are aligned with our activity, with the goal set out in the Global Agenda 2030.**



The Institut Guttmann is a national and international centre of reference in its specialty. The healthcare activity of the Institut Guttmann is characterised by the achievement of optimal results in rehabilitation according to international measurement scales.

Through our social activity we also actively contribute to the prevention and reduction of traffic accidents.



For more than 53 years, the Institut Guttmann has been working intensively towards equal rights and equal opportunities for people with disabilities. To this end, we work closely with associations of people with disabilities. In fact, our Social and Participation Council is made up of representatives of the main associations.



The apartments for the promotion of independent living, Guttmann Barcelona Life, are an initiative aimed at making the city more inclusive. With this initiative, we help people with disabilities to have access to accessible housing, and to live an independent and autonomous life that, at the same time, respects their own lifestyle.



The Institut Guttmann has EMAS and ISO14001 accreditation, being an example of a health organisation that protects the environment and promotes awareness of climate change.



The Fundació Institut Guttmann is a renowned and solid institution that is respected for its track record, being an example of accountability, transparency and good governance. The institution annually audits its accounts and exercises a policy of information transparency through its Social Report and the Transparency and Good Governance website.



The Institut Guttmann focuses its healthcare and research activities on improving international cooperation through access to science, technology and innovation to increase the exchange of knowledge. It also maintains strategic alliances with other hospitals, universities, technology companies and international research centres and is part of effective partnerships in the areas of public-private cooperation and civil society.

## VGILUNTARIS INSTITUT GUTTMANN



## VOLUNTEERING, FRIENDLY SUPPORT

The work of volunteers can improve the daily lives of many of our patients and their families during their stay in the hospital. Their role complements the work of the professional team and, at the same time, responds to other needs in a more humanised environment.

The tasks that the volunteers can carry out range from accompanying patients within the hospital (walks, conversations, reading...) to external support (administrative errands, visits to other centres or sports and recreational group activities with patients and technicians). They can also provide support in workshops and other recreational activities.

If you want to be part of the volunteer service, you can write to [voluntariat@guttmann.com](mailto:voluntariat@guttmann.com) or ask the Social Work professionals.

### For more information

[voluntariat@guttmann.com](mailto:voluntariat@guttmann.com)





## FRIENDS OF THE INSTITUT GUTTMANN. COLLABORATE WITH THE FOUNDATION

### More information

[amics.guttmann.com](https://amics.guttmann.com)  
934 977 700 (ext 3219)

Donations:  
IBAN ES21 2100 0555 37  
0200900995

Friends of the Institut Guttmann is an initiative formed by individuals, organisations and companies that, through their generous financial contributions and support, help us to achieve our goals and make viable the most emblematic and innovative projects of the Foundation.

Thanks to their donations they help us go further in neurorehabilitation and brain health research, in the development of more intensive, personalised and community rehabilitation and, at the same time, they encourage us to promote social innovation initiatives that promote and defend the rights of people with functional diversity. Being a Friend of the Institut Guttmann means being part of our projects and helping us build a more inclusive, participatory and supportive society with an outstanding social impact.



## GUTTMANN BARCELONA AGORA, A SPACE FOR KNOWLEDGE

Guttman Barcelona Agora is a space dedicated to dissemination, knowledge and ideas. A meeting point open to everybody who wants to stay up-to-date on issues related to health, rehabilitation, neuroscience, new technologies and new therapeutic procedures in this field of science.

We also address social issues on rights and equal opportunities, empowerment, inclusion and social participation of people with disabilities, etc.

The Agora room is located in the Guttman Barcelona building. The schedule of lectures is published on the website [barcelona.guttmann.com](https://barcelona.guttmann.com). The lectures are held in face-to-face and online format, depending on the programme.

## ADVANCE DIRECTIVES

According to Article 8 of Law 21/2000, on the rights of information concerning health and patient autonomy, and clinical documentation approved by the Parliament of Catalonia, if you have signed the advance directives document, you, your relatives or your representative must give it to us in order to incorporate it into your medical record and be able to take it into account in the event that the circumstances do not allow you to personally express your will. Likewise, if you have made the decision to donate your organs and/or tissues and have communicated this decision to your family or friends, it is necessary that you let us know.

For any information regarding the advance directives document or organ and tissue donation, please contact your coordinating physician.

## HEALTHCARE ETHICS COMMITTEE

The Healthcare Ethics Committee is an interdisciplinary group, CONSULTATIVE IN NATURE, at the service of the professionals and users of the Institut Guttmann, which aims to analyse any ethical conflicts that may arise, both in health care and clinical research, and to propose possible solutions, with the goal of contributing to improving the human and healthcare quality of the institution.

### The main functions of the Committee are:

- Case consultation: to analyse, advise and facilitate the decision-making process in those healthcare and clinical research situations that raise or may raise ethical conflicts between the different people involved.
- To ensure the protection of rights and respect for the dignity of patients, their families, and the professionals of the Institut Guttmann.
- Institutional orientation: to detect situations that may generate repeated ethical conflicts within the institution, analyse them and propose ways of action to resolve them through the preparation of good practice protocols.
- To ensure the bioethics training of all professionals at the Institut Guttmann.

To make a consultation, please send a letter to the Secretary of the Healthcare Ethics Committee on the Medical Area floor (+1) indicating your personal data (name, address, telephone, email) and the best way to contact you to send you the appropriate response.

### The following are not functions of the Healthcare Ethics Committee:

- Legal protection nor handling problems that fall under the competence of other hospital committees, except in the case in which the persons responsible request it.
- The opinions, reports and recommendations issued by the Healthcare Ethics Committee will never be binding and do not replace the ultimate responsibility of the person who has requested them.

## ETHICAL CODE CHANNEL

The Institut Guttmann maintains a legal, honest, ethical and responsible behaviour that it wishes to promote among other people, institutions and entities with which it interacts to carry out its objectives.

With this objective, the Institut Guttmann regulates its actions and those of its professionals and collaborators, as well as the relationship it maintains with third parties, through:

- The [Code of Ethics of the Institut Guttmann](#), which includes the set of rules on action, ethical principles and standards of conduct that guide the actions of everybody who, in one way or another, promotes the actions that make it possible to achieve the different foundational objectives.
- The [Code of Conduct for Suppliers and Collaborators](#), whose main objective is to ensure the integration of social responsibility criteria at all levels of the organisation's value chain. With this purpose, the Institut Guttmann works in pursuit of excellence, with its priority being achieving the highest standards of quality, maximum prevention and protection of human capital and the environment that surrounds it, and making a return to society within the principle of social commitment. [Art. 10.2 c) ORDER JUS/152/2018]

Any breach or violation of these codes must be communicated for immediate correction.

In the event that collaborating entities, patients and their families, professionals or other institutions with whom we relate have knowledge of any irregular practice related to non-compliance or violation of the behaviours contained in the Code of Ethics or the organisation's Code of Conduct, they can make it known to the Institut Guttmann through the established communication channels.

## LIFE SUPPORT MEASURES

The right to personal autonomy is the right of every person to choose, at all times and with adequate information, the therapeutic procedure from all that are available and the intensity of its application.

This is your inalienable right, that can only be replaced by the will of your guardian or legal representative appointed by you in cases of severe impairment of consciousness or difficulty in decision making.

It is for this reason that we are addressing you to let you know what we have adopted in our hospital as the usual therapeutic procedure in a situation where we have to establish life support measures (cardiopulmonary resuscitation, connection to a mechanical respirator, artificial nutrition and hydration or any other measure that, if not established or withdrawn, compromises life in the very short term); in this case our procedure will be decidedly active in terms of the establishment of these measures, as long as you do not tell us otherwise.

We therefore invite you to discuss this with your doctor and to let us know what your personal choice is in this respect, which you can of course change as often as you wish while you are with us. [If you do not tell us anything, we will understand that you agree with our stated action.](#) In any case, your physician will ask you to sign the document [Establishing Life Support Measures](#) as a sign that you are aware of this information, and that you know the approach it contains.

### Contact

canal.codietic@guttmann.com

Fundació Institut Guttmann  
Management – Code of Ethics  
Camí de Can Ruti, s/n  
08916 Badalona



## DATA PROTECTION

This hospital, as an entity that adheres to the Code of Conduct of the Union of Catalan Hospitals, guarantees the security and confidentiality of your personal data contained in your patient file. This data will be used solely and exclusively for the purpose of providing the medical and/or health care that our users require.

Any user may, at any time, exercise the right of access, rectification, suppression, portability, limitation and opposition of their personal data supplied to the Institut Guttmann, by means of a communication addressed to the Institut Guttmann with the reference "Data processing". This communication can be made by the following means:

By email: [protecciodades@guttmann.com](mailto:protecciodades@guttmann.com)  
By post: [Camí de Can Ruti, s/n 08916 Badalona.](#)

In any case you must indicate the right you are exercising and attach a copy of your national ID card or alternative identification document.

The Institut Guttmann complies with the obligation to appoint a Data Protection Delegate duly registered with the Catalan Data Protection Agency. To contact them, please send an email to: [protecciodades@guttmann.com](mailto:protecciodades@guttmann.com).

## RECORDINGS INSIDE THE HOSPITAL

It is strictly forbidden for all patients and accompanying persons to record video or audio inside the hospital facilities corresponding to all treatment areas, medical consulting rooms and hospitalisation units. For reasons of compliance and respect for the personal image and sound rights of third parties, it is not permitted to record any Institut Guttmann professional or other patient or family member without prior written authorisation.



## SUGGESTIONS AND COMPLAINTS

The Institut Guttmann would appreciate any comments that can help us improve our daily work.

For this reason, we offer different ways to send us your complaints, suggestions and thanks. All communications with the sender's name will receive a response from the hospital management and will be considered in order to adapt, as far as possible, the organisation and services to the demands and new needs of users.

In person, by filling out a form in the Admissions Area (lobby).

By email: [canalcodietic@guttmann.com](mailto:canalcodietic@guttmann.com)

## SOCIAL NETWORKS

We invite you to follow all the information about the activities of the Fundació Institut Guttmann on our social networks. We encourage you to follow us, comment and share to make the Institut Guttmann community grow!



Facebook



Twitter



Instagram



Youtube





## ANNEX

### INSTITUT GUTTMANN CODE OF ETHICS

The Institut Guttmann is aware that human relationships play a decisive role in its development and considers that respect for dignity, confidence and integrity, autonomy and non-discrimination are essential values in all its actions. Therefore, it maintains honest, ethical and responsible legal behaviour towards people with whom it has regular contact and from whom it expects similar behaviour.

The Institut Guttmann is a private Catalan non-denominational, non-profitmaking, social initiative entity that is totally committed to strict compliance with legal and ethical conduct rules. These rules are present in all the entity's actions and govern all its relationships with people with disabilities of a neurological origin and their families (who are the reason it exists), as well as with its employees and collaborators (all of whom are essential to achieve the institution's mission), and also with the different authorities, institutions, entities, companies or individuals it interacts with.

The Institut Guttmann's commitment is defined in its articles of association as well as in its institutional mission, vision and values, and this is highlighted in its organisational rules and procedures. These ethical commitments go beyond legal and administrative requirements, good practice and the Protectorate of Foundations.

The Institut Guttmann, therefore, voluntarily and periodically:

- **Audits its annual accounts** through an independent company, in order to guarantee rigorous, efficient, prudent and austere financial, patrimonial and fiscal management.
- Submits its structure, organisational model and procedures before national and international **accreditation** organisations for certification of the safety and quality of its medical, scientific and teaching activities.
- In the field of neurorehabilitation, **systematically evaluates** the functional, psychological and social integration results of the medical care process and compares them with those of other leading hospitals in this speciality.
- Exercises a policy of total transparency of information through the annual publication of its **Social Report**, in which all the activities it has carried out, the results achieved and the methods employed are presented in an appropriate, clear and honest way.
- Through its adherence to the **Code of Conduct of the Union of Catalan Hospitals**, guarantees proper information management, and the confidentiality and protection of personal data.
- Through the **Healthcare Ethics Committee**, promotes the protection of individuals' rights, respect for their dignity and basic principles of autonomy, welfare, non-maliciousness and justice obtained through any given care procedure. This is achieved by means of special consideration to the correct use of informed consent; whilst striving for the accurate use of clinical procedures when treating its patients and necessary diligence in clinical research proceedings.
- Offers a document titled **Information Dossier**, aimed at patients receiving care at the hospital, which protects and explains further the rights and obligations of patients and their families. This document is given to patients upon arrival at the hospital and it includes a section on "Patient rights and requirements", as well as established procedures for registering complaints and suggestions.
- Compiles an account of all its activities and submits its main projects, so its addressees can form an opinion, through the Institut **Guttmann Social and Participation Council**. The Council was created on the Institut Guttmann's own initiative. The main associations for people with disabilities in Catalonia, the relevant public administrations and experts are all represented in it.

In all its areas of activities, the Institut Guttmann will uphold special sensitivity and attention to emerging social needs, particularly in areas relating to people with functional diversity, and will promote the values of tolerance, respect for the dignity and autonomy of all individuals irrespective of their personal, financial and social circumstances, and cultural diversity as a social asset. In all its initiatives, alongside accomplishing its foundational aims, it will work to be an example of an organisation which is responsible, enterprising, supportive, and aware of new social needs, as well as committed to people, the progress of the society as a whole and environmental preservation.

### Concerning clinical matters:

- The Institut Guttmann's commitment, which incorporates the entire medical team, is that of providing everybody who attends with the best and most comprehensive medical/rehabilitation attention, offering the highest human, scientific and technical standards to help patients to achieve the highest possible functional independence and boost their self-esteem. With proper guidance regarding the defence of their rights, patients are encouraged, conditions permitting, to achieve a satisfactory, active and self-managed return to society.
- The relationship with patients will be based on comprehensive criteria of total respect for the dignity of the individual as their condition develops, maintaining the highest possible level of personal autonomy whenever needed and attending to their capacities though informed consent, whilst guaranteeing non-discrimination based on gender, origin, race, ethnic origin, culture, religion, socio-economic status, functional diversity or any other personal or social circumstances.
- Patients' religious, ideological and cultural beliefs will be respected, as long as they do not conflict with the Universal Declaration of Human Rights, current legislation or third-party rights.
- All efforts will be made to achieve a "patient/family – therapeutic team" relationship based on trust, confidentiality and mutual respect. These efforts should carry precise, truthful, prudent and clear information relating to the patient's state of health as well as clinical and prognostic procedures as a key factor. Information should be carefully given in order for it not to be detrimental to the patient.

### Concerning research matters:

- Rigorous, strict and responsible research activity will be encouraged, especially clinical and translational aspects, covering various products, procedures, techniques and/or technologies applicable to the field of neurorehabilitation. This should centre around the recovery of health and bodily functions and improving quality of life for people with severe disabilities of a neurological nature. Furthermore, it should also contribute to the study of various biopsychosocial factors that influence social integration.
- All research studies must receive prior approval as well as supervision and guidance from the Research and Education Committee and the Healthcare Ethics Committee, both belonging to the Institut Guttmann, and an external Ethics and Clinical Research Committee when concerning clinical trials.
- Principles of welfare, judicial aspects (assessing risks/benefits) and voluntariness, by means of the corresponding informed agreement, will be guaranteed in all research procedures. The confidentiality and privacy of participants and their personal data will be maintained.

### Concerning educational matters:

- The Institut Guttmann will favour the creation and transfer of knowledge and skills relevant to neurorehabilitation by developing mainly multidisciplinary educational programmes in extended and compulsory teaching alike. The programmes will be geared toward students willing to start to learn about this field of knowledge and to professionals wishing to develop an in-depth knowledge of this speciality, whilst demonstrating their institutional values and ethical norms.



### Concerning social matters:

- In all its activities, the Institut Guttmann will have a proactive attitude towards the defence of rights and an effective balance of opportunities for people with disabilities, and will also contribute to the generation of favourable attitudes for their complete and effective participation and social integration through actions of prevention, dissemination and raising awareness.
- In accordance with its possibilities, the Institut Guttmann will attempt to give support to and play a major role in the associative movement of people with functional diversity resulting from an acquired neurological injury, and in the promotion and improvement of their living conditions in line with the paradigms of personal autonomy, independent living, self-management and social integration.

### Concerning occupational matters:

- The staff team is the Institut Guttmann's most valued asset. The human quality of every one of its members, their professional competence and their individual attitude are essential elements in achieving all the institutional objectives.
- The Institut Guttmann will foster a professional environment based on the confidence and cohesion of each one of its team members and on the establishment of an atmosphere of mutual respect that stimulates companionship. The professional environment will strengthen the capabilities, proficiency and skills of their members whilst respecting individuality and recognising and rewarding good performance by offering opportunities for professional development and personal growth, participation in the decision-making process and their commitment to the institutional **mission, vision and values**.
- The Institut's occupational policy, absolutely respectful with the law and proactive in the prevention of occupational risks, encourages the staff, professionals and collaborators to do their work in an environment of safety, comfort, initiative, cooperation, quality and responsibility. They will all have the same work and promotion opportunities irrespective of their gender, origin (including ethnic or racial), marital status, age, social or financial status, disability, religion or beliefs, political ideas, sexual orientation, membership or lack thereof of unions and their agreements, family ties with other employees of the organisation or whatever other personal or social circumstances.
- In order to strengthen the ethical commitment and avoid possible or apparent conflicts of loyalty or vested interests which might tarnish its good image, the Institut Guttmann has prohibited all its staff, professionals and collaborators from:
  - Mutual concurrence in care activities carried out by the Institute, whether done for themselves or a third party.
  - Taking part in expert or judicial procedures requested by any side. When requested, this will be done by a judge and any involvement will be as a professional of the hospital.
  - Receiving, under any circumstance, remuneration or payment in money or in kind, from any organisation, provider or client of the hospital. Only gifts or rewards with low monetary value can be accepted.

- With regard to new employment opportunities, the Institut Guttmann, in keeping with its foundational objective, will positively discriminate in favour of candidates with a certified disability, provided that they are duly qualified, and that their personal profile and capacities are suitable to carry out the job at hand.
- All professionals and collaborators that form part of the Institut Guttmann's team have the right and the requirement to know and comply with this Code of Ethics, raise any questions and make any suggestions or proposals for change that they deem appropriate, and report any non-compliance or presumed non-compliance to contribute to improving the Institut and the people who carry out their professional activity therein.
- Every effort will be made to ensure that these codes of ethics and conduct, as well as their benefits to the professional environment and workplace, will encompass all professionals and collaborators of subcontracted companies that carry out their work in the Institut Guttmann's own facilities. Therefore, the Institut will seek the best possible integration and cooperation amongst everybody, irrespective of the company they belong to, whilst guaranteeing that these companies' personnel policies do not conflict with this Code of Ethics, or with all other institutional values.

### Concerning business matters:

- Through its business practices, the Institut Guttmann strives to be a centre of excellence. Therefore, it will foster prudent, efficient, transparent and responsible management and high standards of the services that it offers, by responding efficiently to the changing needs of modern society and representing a positive influence on society.
- The Institut Guttmann, as it has done since the hospital opened in 1965, reconciles the provision of public and private health services, ensuring equal access in each of the two areas and ensuring, in both cases, quality and personalised treatment, whilst searching for a positive synergy that promotes the Institut's sustainability and potential for innovation. Access to the private area can come from activity contracted with mutual companies, mandatory or voluntary private insurance companies, and directly via the patient, from Spain or overseas, accessing the healthcare services of the Institut Guttmann in any its portfolio of services in a free, informed and voluntary way. According to the Law of Foundations and its own original Statutes, all the resources obtained by the Institut Guttmann will be reinvested in the institution to better achieve the aims of the Foundation.
- All the business practices of the Institut Guttmann will be carried out ethically with strict compliance to applicable laws and regulations. It will not seek nor accept any business opportunity or competitive advantage that goes against its Code of Ethics and its institutional values.
- Relationships with third parties and other organisations will be established on fair and transparent foundations, adhering to institutional objectives, to provide mutual benefits. Under no circumstance will it maintain relationships or links with other organisations that could cause conflict of intentions, objectives and/or institutional values.
- The Institut Guttmann requires that all its suppliers and collaborators share a mutual approach of integrity in all its commercial relationships, a total respect of current regulations and, especially, those that refer to the obligation to employ disabled people, as well as those that refer to protecting childhood and the environment.

- Its buildings, facilities and equipment, which will always be adapted to accessibility and universal design criteria, will be meticulously managed in order to provide the highest levels of safety, comfort, functionality and efficiency for patients, visitors, professionals and collaborators alike.
- It will adopt a proactive approach to environmental protection. It will make rational use of non-renewable energies and water as a scarce resource. It will seek to avoid the use of polluting products or devices, and it will scrupulously handle perilous residues and other dangerous materials with strict adherence to applicable regulations.

#### Concerning civil society:

- The Institut Guttmann wishes to be an example of an attentive, progressive, enterprising, innovative, multicultural and charitable attitude in civil society, whilst also being a positive influence for all other social initiatives.
- It will maintain cooperative relationships and will seek synergies that generate mutual benefits, preferably with entities coinciding in terms of aims and institutional values and similar working methods.
- It will attempt to know the origin of donations received and will not accept any aid arising from activities that are criminal or contrary to human rights or those that go against its values.
- The Institut Guttmann will preserve its legal status as a non-profit making private entity which was founded within the civil society which it owes a debt to as one of its most valuable assets; and it will therefore act according to its Statutes, totally independently of any other organisation, entity or institution, and from its free and supreme right to take decisions, it will establish solid cooperation relationships with the different public authorities and other public and private entities, both in the defence and promotion of the common good and in carrying out its foundational purposes as well as possible.

The FUNDACIÓ INSTITUT GUTTMANN Board of Trustees is responsible for approving the current Code of Ethics and for ensuring its validity and compliance.

The members of the Board will exercise their role in a spirit of service, in an efficient, altruistic and responsible manner, loyal to its foundational will and to its institutional objectives and values. Both individual members of the Board and representatives from public or private organisations will work with absolute loyalty and independence in the interest of the Institut Guttmann.

# CHARTER OF CITIZENS' RIGHTS AND RESPONSIBILITIES

regarding HEALTH AND HEALTH CARE  
Generalitat de Catalunya - Department of Health.

## RIGHTS

### 1. Equity and non-discrimination of persons

#### 1.1. RIGHTS

- 1.1.1. The right to health care and health services.
- 1.1.2. The right to enjoy the rights laid down in this Charter without discrimination.
- 1.1.3. Rights of special protection due to vulnerability.
- 1.1.4. The right to receive respectful treatment.

#### 1.2. RESPONSIBILITIES

- 1.2.1. The responsibility of respect and non-discrimination towards professionals.
- 1.2.2. The responsibility of respect and non-discrimination towards other persons.

### 2. Protection and promotion of health and prevention of disease.

#### 2.1. RIGHTS

- 2.1.1. The right to have environmental and food security and to enjoy a physical, social and community environment that allows a healthy life with good well-being.
- 2.1.2. The right to receive health education that provides information and knowledge about the environmental, socioeconomic and cultural factors that may influence individual and collective health.
- 2.1.3. The right to know the principles of essential nutrition to ensure a good state of health.
- 2.1.4. The right to know the benefits and risks that the adoption of certain behaviours may entail, as well as their preventive measures.
- 2.1.5. The right to access those preventive activities of proven effectiveness according to the available clinical evidence.

- 2.1.6. The right to know how to act personally and collectively when faced with a situation of risk to the health of the community.
- 2.1.7. The right to renounce preventive measures as long as they do not put the health of third parties at risk.

## 2.2. RESPONSIBILITIES

- 2.2.1. The responsibility to contribute to caring for and improving the environment.
- 2.2.2. The responsibility to take care of one's own health and that of the persons under one's responsibility.
- 2.2.3. The responsibility to avoid risks to the health of others that may arise from the failure to take individual preventive measures.
- 2.2.4. The responsibility to make good use of the individual or collective preventive measures made available to them.
- 2.2.5. The responsibility to know and comply with the regulations in force for the protection of collective health.
- 2.2.6. The responsibility to comply with the exceptional measures established by the health authority in cases where a situation of danger to public health is appreciated.

## 3. Access to the healthcare system

### 3.1. RIGHTS

- 3.1.1. The right of access to public health services and benefits.
- 3.1.2. The right to know and have access to the Charter of Rights and Responsibilities.
- 3.1.3. The right to receive general information on services and benefits.
- 3.1.4. The right to choose health professionals and health centres.
- 3.1.5. The right to be attended in a timely manner according to clinical criteria.
- 3.1.6. The right to obtain information on waiting times in health care.
- 3.1.7. The right to have scheduling times respected and to be informed of any changes.
- 3.1.8. The right to know and identify the professionals who provide services in the context of health care.
- 3.1.9. The right to access a second opinion.

### 3.2. RESPONSIBILITIES

- 3.2.1. The responsibility to use health facilities and services in a responsible manner.
- 3.2.2. The responsibility to respect the scheduling times and to communicate the impossibility of attending a scheduled appointment for a service.
- 3.2.3. The responsibility to respect the rules established in each centre.
- 3.2.4. The responsibility to inform the person responsible for covering the health care when this coverage does not belong to the public insurer.

## 4. Privacy and confidentiality

### 4.1. RIGHTS

- 4.1.1. The right to preserve the privacy and intimacy of the person.
- 4.1.2. The right to confidentiality of information.
- 4.1.3. The right to decide who may be present during medical procedures.
- 4.1.4. The right to respect for ideological, religious and religious freedom.

## 4.2. RESPONSIBILITIES

- 4.2.1. The responsibility to respect and maintain the privacy and confidentiality of third parties.
- 4.2.2. The responsibility to respect ideological, religious freedom and freedom of worship.

## 5. Autonomy and decision making

### 5.1. RIGHTS

- 5.1.1. The right to consent to undergo a diagnostic or therapeutic procedure.
- 5.1.2. The right of the person to choose between the different therapeutic options and to renounce medical treatment, nursing care or proposed health actions.
- 5.1.3. The right of a minor to participate in decisions about his/her health.
- 5.1.4. The right to be cared for in a way that guarantees the dignity and autonomy of the person.
- 5.1.5. The right to be asked for consent prior to the making and dissemination of image recordings.
- 5.1.6. The right to planning for advance decisions.
- 5.1.7. The right to draw up and have the advance directives document taken into account.
- 5.1.8. The right to live the end-of-life process in accordance with his/her concept of dignity.

### 5.2. RESPONSIBILITIES

- 5.2.1. The responsibility of the person to be co-responsible for his/her care process.
- 5.2.2. The responsibility to leave a record of the refusal of treatment.
- 5.2.3. The responsibility to reach a consensus on decisions between two or more legal representatives of a person when faced with health actions.
- 5.2.4. The responsibility to respect the indication of medical discharge following medical criteria.

## 6. Health information, clinical documentation and information and communication technologies.

### 6.1. RIGHTS

- 6.1.1. The right to the ownership of health information.
- 6.1.2. The right of the person to have an integral and complete medical record that includes all the necessary information on his/her state of health, and on the clinical and health actions of the different episodes of care.
- 6.1.3. The right to the management of personal data obtained in the course of health care.
- 6.1.4. The right of the person in reference to the security of the data relating to his/her health.
- 6.1.5. The right to the anonymisation of health data.
- 6.1.6. The right to the use of information and communication technologies to access the healthcare system in a secure manner.
- 6.1.7. The right to receive advice regarding the information available on the network.
- 6.1.8. The right to have written information about the care process and the state of health.

## 6.2. RESPONSIBILITIES

- 6.2.1. The responsibility to provide truthful information about his/her data.
- 6.2.2. The responsibility to make responsible use of new technologies in relation to health and the health system.
- 6.2.3. The responsibility to accredit and notify changes in the legal representation of other persons.

## 7. Quality and safety of the system

### 7.1. RIGHTS

- 7.1.1. The right to receive quality health care.
- 7.1.2. The right to receive comprehensive, integral, longitudinal and interdisciplinary health care that guarantees continuity of care.
- 7.1.3. The right to be guaranteed clinical safety.
- 7.1.4. The right to be guaranteed personal safety.
- 7.1.5. The right to receive adequate treatment.
- 7.1.6. The right to know the medications and products included in the medication plan.
- 7.1.7. Rights related to tissue preparations and biological samples from a healthcare process.
- 7.1.8. The right to know the level of quality of healthcare centres.

### 7.2. RESPONSIBILITIES

- 7.2.1. The responsibility to inform of any modification or error in the medical record.
- 7.2.2. The responsibility to facilitate the correct review of the treatment.
- 7.2.3. The responsibility to make proper use of the benefits.
- 7.2.4. The responsibility to identify themselves by means of the documentation required to ensure their own clinical safety.

## 8. Genetic constitution of the person

### 8.1. RIGHTS

- 8.1.1. The right to the confidentiality of the person's genome information.
- 8.1.2. The right to enjoy the advantages of new genetic technologies.
- 8.1.3. The right to information of the person subjected to a genetic test about the consequences of the unexpected findings.

## 9. Research and experimentation

### 9.1. RIGHTS

- 9.1.1. Essential rights related to research.
- 9.1.2. The right to non-exclusion from participation in research.
- 9.1.3. The right to receive information when participating in a research project.
- 9.1.4. The right to consent to participate in research.
- 9.1.5. The specific right for persons with incapacity to give consent to participate in research.
- 9.1.6. Rights relating to consent to biological samples and tissues from the person.
- 9.1.7. The right to know the return of research.
- 9.1.8. The right to information regarding innovation in the care process.

## 9.2. RESPONSIBILITIES

- 9.2.1. The responsibility to comply with the accepted responsibilities of a research project.

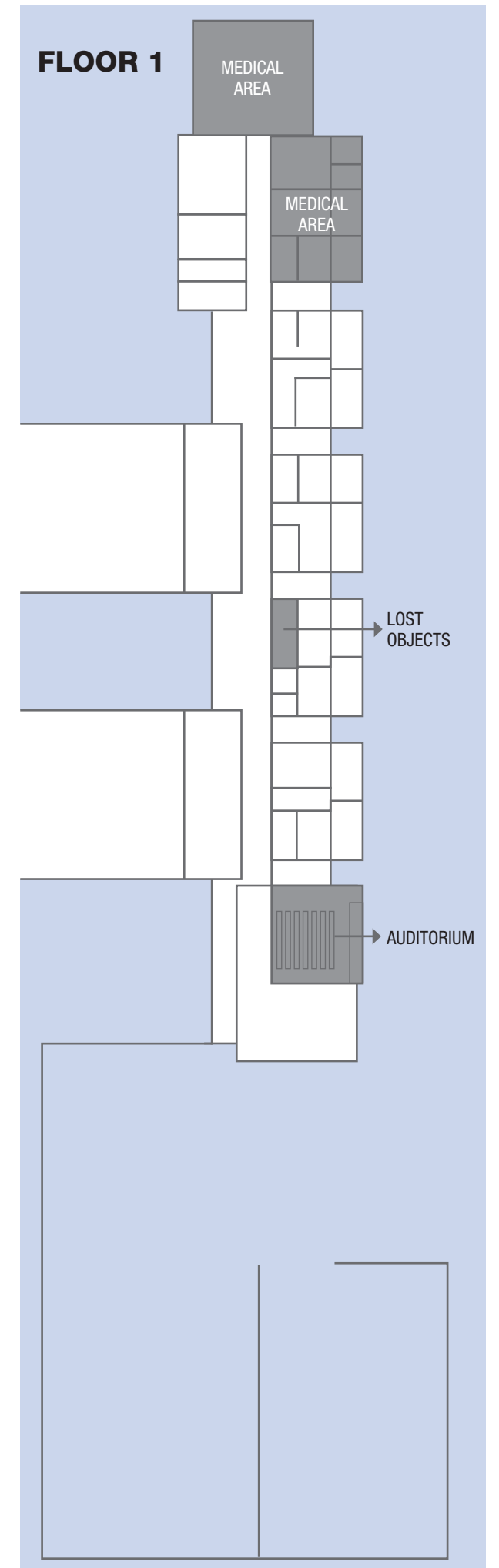
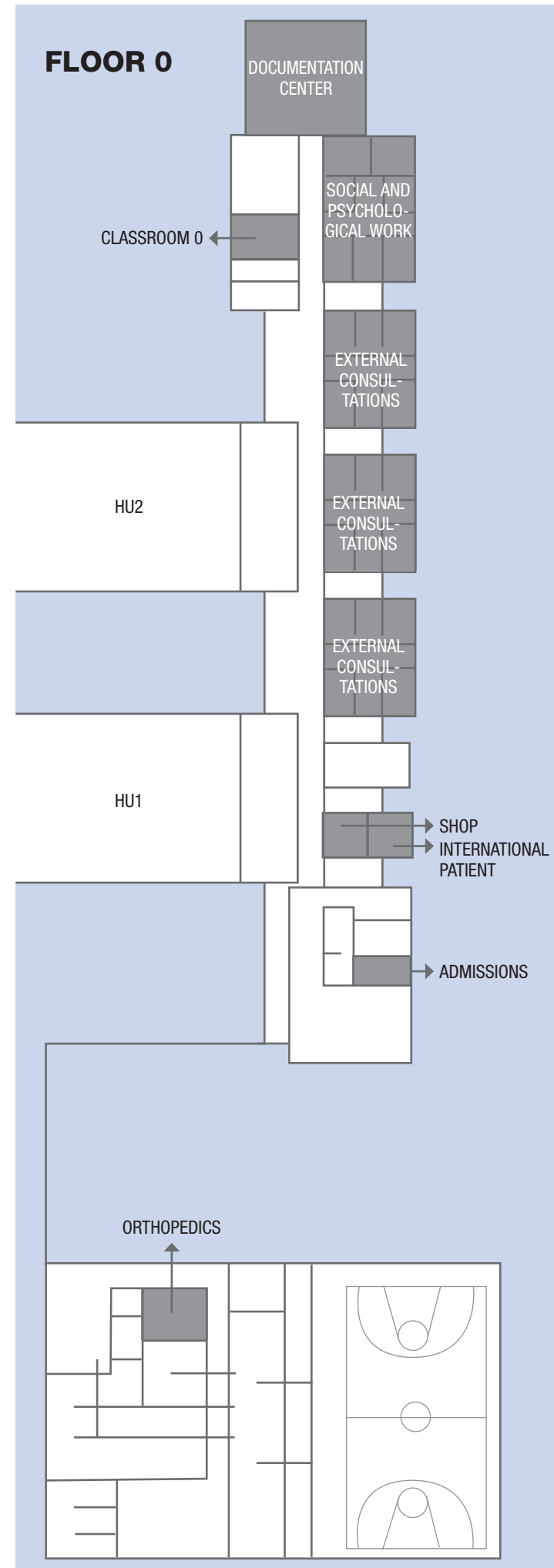
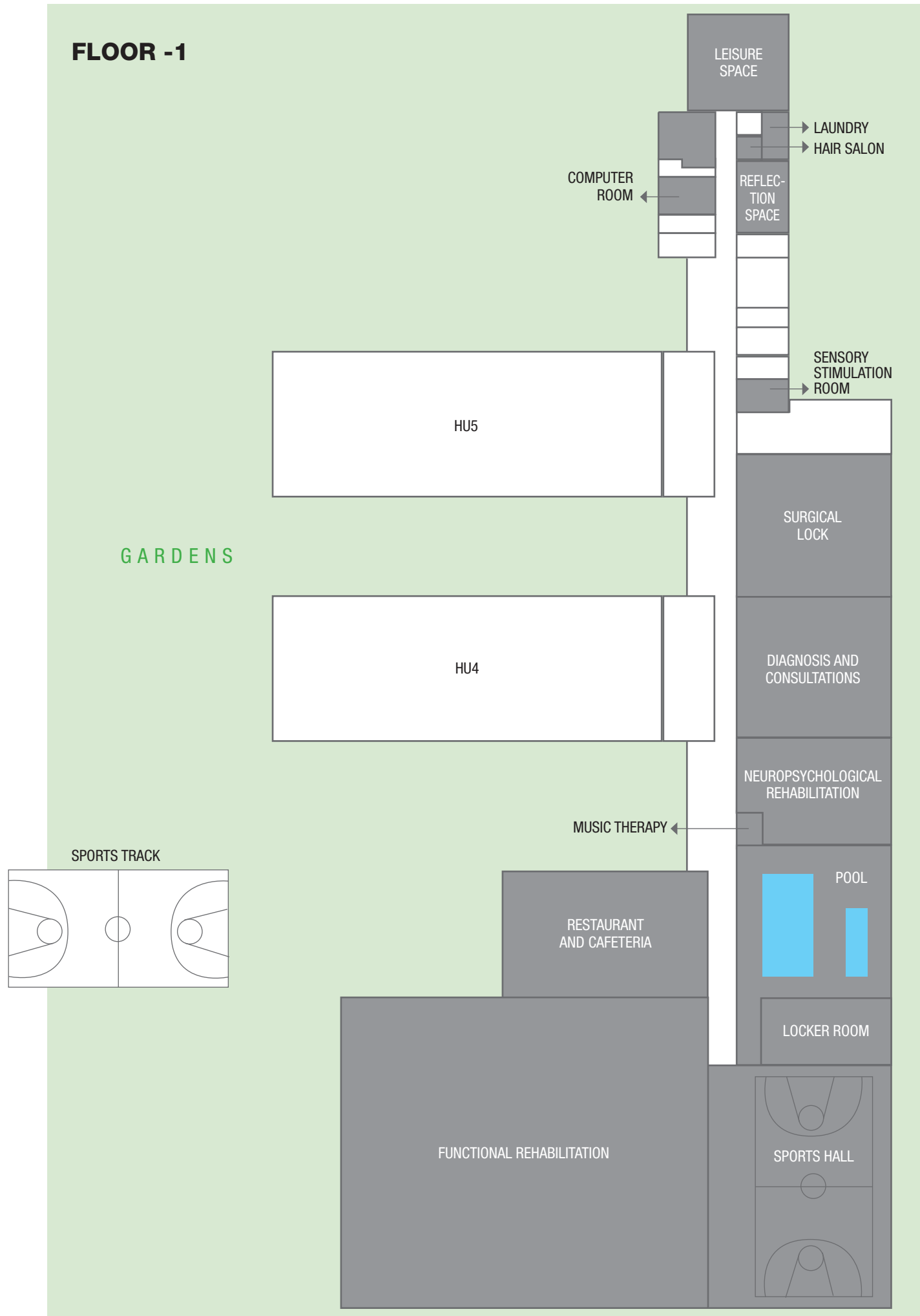
## 10. Participation

### 10.1. RIGHTS

- 10.1.1. The right to express his/her opinion.
- 10.1.2. The right to participate as an active agent in the healthcare system.
- 10.1.3. The right to participate in the field of research as an active agent.

### 10.2. RESPONSIBILITIES

- 10.2.1. The responsibility to be informed and to know the healthcare system for responsible participation.
- 10.2.2. The responsibility to exercise collective representation.





# TELEPHONE AND ADDRESS DIRECTORY

**Neurorehabilitation Hospital**

934 977 700

**Admissions and Customer Service Area**

934 977 700      ext. 2120 / 2128  
admissions@guttmann.com

**Functional Rehabilitation Department**

934 977 700      ext. 2146  
rehabilitacio@guttmann.com

**Guttmann Barcelona Life Apartments**

933 512 211  
bcnlife@guttmann.com

**Friends of the Institut Guttmann**

934 977 700      ext 3219  
amics@guttmann.com

**Hairdressing Service**

934 977 700      ext 2106

**Shop**

934 977 700      ext 2274

**Orthopaedics**

934 977 700      ext 2346

**Leisure Space**

934 977 700      ext 3104

**Private/International Patients**

934 977 700      ext. 2142

**Rooms**

Hospital Telephone: 934 977 700

Room Extensions: 2 + the number of the room's odd -  
numbered bed

Example: room with beds 415 – 416  
→ Extension 2415