

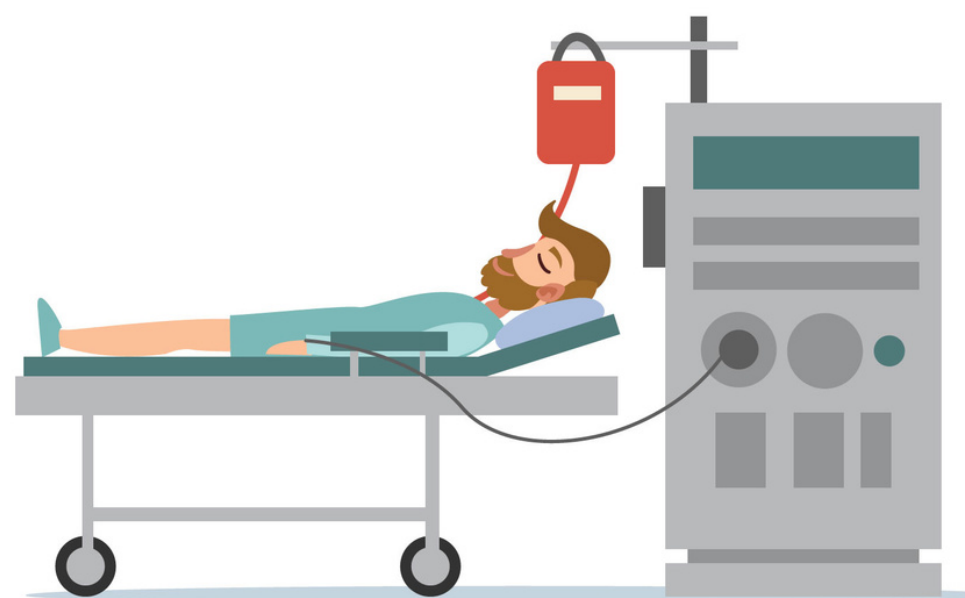


RIGHTS AND DUTIES

THIS MANUAL HELPS YOU TO KNOW
YOUR RIGHTS AND DUTIES AS A
PATIENT AND/OR FAMILY MEMBER OF
A PATIENT IN OUR HOSPITAL

1°

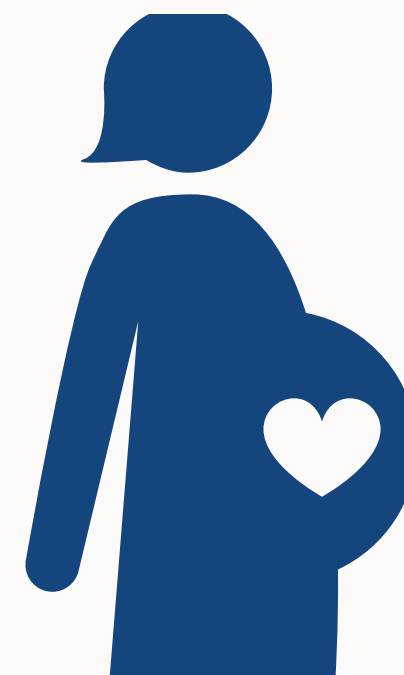
EVERY CITIZEN HAS THE RIGHT TO BE SERVED WITH ORDER AND ORGANIZATION.



Anyone who is in a serious condition and/or suffering more needs to be seen first, for which there is a specific classification.



Be identified and addressed by full name and date of birth.



Everyone is guaranteed easy access to the hospital facilities, especially for people with disabilities, pregnant women and the elderly.



2°

EVERY CITIZEN HAS THE RIGHT TO QUALITY CARE.



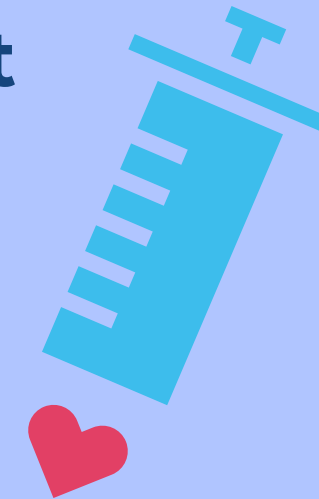
You have the right to receive clear information about your health status. Your relatives also have the right to receive information about your status.

You also have the right to receive information about medications that will be administered, as well as the

origin of blood and blood products, before receiving them.



All medical prescriptions must be written in a clear and readable way.



3°

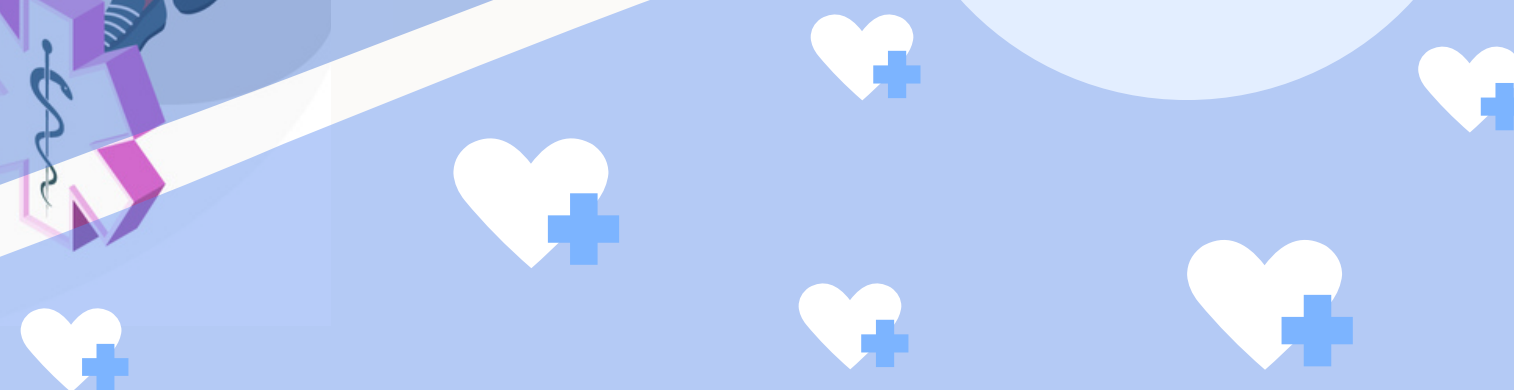
EVERY CITIZEN HAS THE RIGHT TO HUMANE TREATMENT AND WITHOUT ANY DISCRIMINATION.



You have the right to dignified and respectful care, without any prejudice of race, color, age, sexual orientation, health status or social level. Your physical integrity and privacy must be ensured.



Doctors, nurses and other health professionals must have their names clearly visible on their badge so that you can identify them.



4°

**EVERY CITIZEN MUST HAVE THEIR
RIGHTS AS A PATIENT RESPECTED.**

You have the right to request your medical record whenever you want.

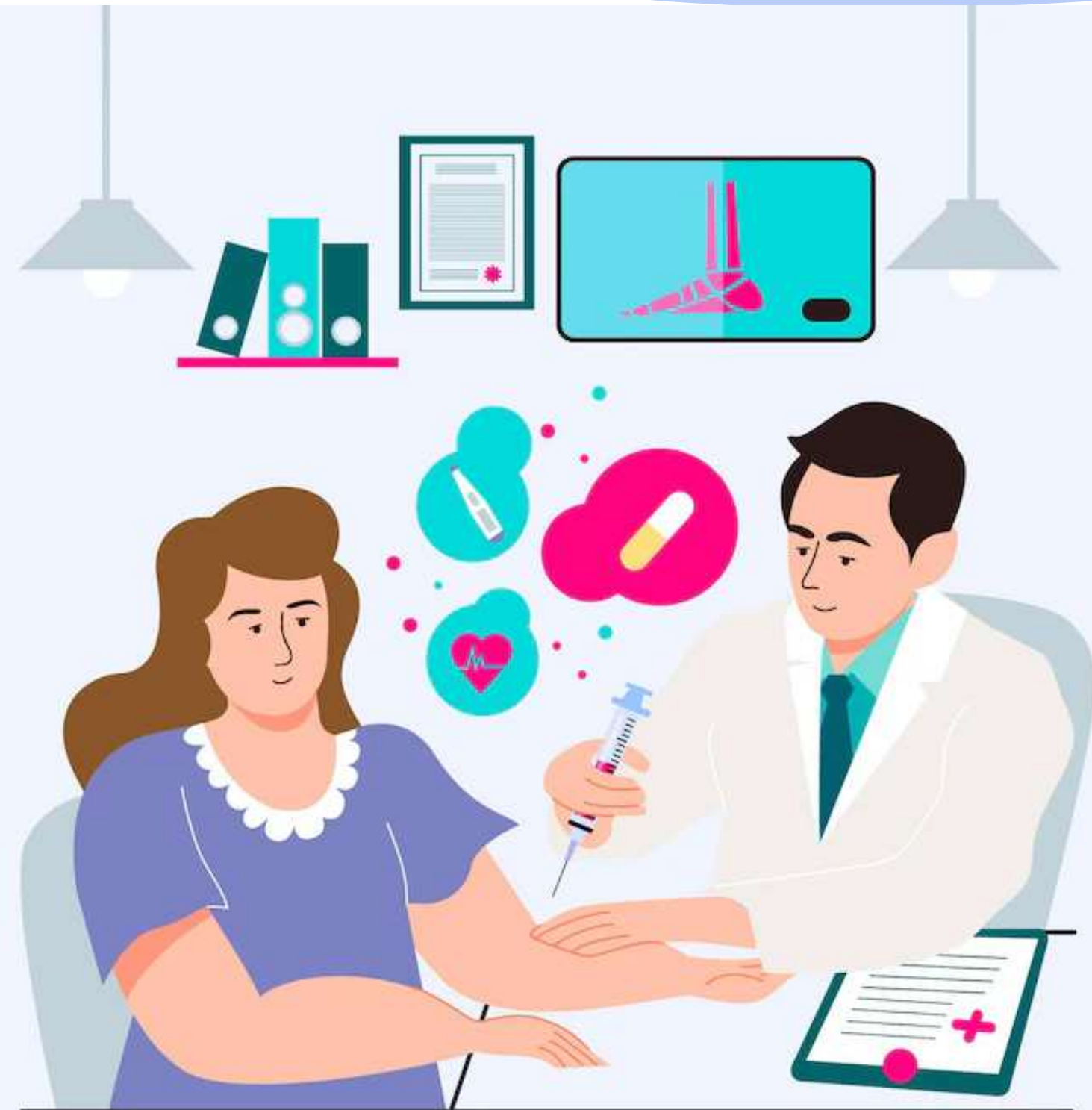
You also have the right to consent or refuse diagnostic or therapeutic procedures, freely and voluntarily, after receiving adequate information, as long as your life is not at risk; In case it is impossible to express your will, consent must be given in writing, by your family members or guardians.



We have an ombudsman to receive your suggestions and criticisms. Count on us whenever you need it!

5°

EVERY PATIENT ALSO HAS DUTIES WHEN SEEKING HEALTH CARE.



You must never lie or give wrong information about your health status. It is extremely important to provide complete and accurate information about your health history, in order to assist in good clinical management.

Documents and exams must be available whenever requested.



You must treat healthcare professionals and other patients with respect and respect the rules of the institution.



6º

EVERYONE MUST COMPLY WITH WHAT THIS BOOKLET OF RIGHTS AND DUTIES SAYS.

Here, you saw some examples of rights that are yours. They are guaranteed by law and all described here are in accordance with Brazilian law.

If in doubt, do not hesitate to contact us!

