

RIGHTS

1. To get a decent, attentive and respectful care without any prejudice or discrimination;
2. To be identified by full name and date of birth and not by the name of the disease, code number or any other prejudiced manner;
3. To identify the professional by badge with photograph, name and position;
4. To be given information about the institution's rules for protecting your personal belongings;
5. To receive clear, objective and comprehensive information from the team providing assistance, adapted to their cultural condition, regarding their diagnosis, therapeutic options and risks involved;
6. To freely and voluntarily consent or refuse, after receiving adequate information, diagnostic or therapeutic procedures, except if the situation presents risks to patient's life; in case of impossibility to express your will, a written consent must be given by patient's family or legal representatives;
7. To be given information about medications that will be administered as well as the source/origin of blood and blood derivatives before receiving them;
8. To received adequate hospital treatment to control and minimize physical pain; in accordance with the institution's clinical guidelines or protocols;
9. To have access to your medical record in accordance with current legislation and the institution's rules. The medical record must include a set of standardized documents and information about the patient's history, principles, and evolution of the disease, therapeutic approaches and other clinical notes;
10. To have protected the confidentiality of all information by maintaining professional secrecy, as long as it does not pose a risk to third parties or the public health;
11. To receive or refuse psychological or religious assistance;
12. To have their spiritual and religious beliefs respected as well as their ethical and cultural values;
13. To have their safety, individuality, privacy, physical, mental and moral integrity guaranteed/preserved; for this to happen, the patient has the right to keep his/her privacy, receiving care in an appropriate place and professional conduct/actions that protects this privacy;
14. To ensure, in the case of children and adolescents, disabled or elderly individuals, their rights in accordance with current legislation;
15. To have a companion of your choice during the entire period of hospitalization in accordance with the institution's rules;
16. To be encouraged to participate in all decisions about your care, being sure that the team providing care will provide information and clarifications regarding any doubts, care and treatment results, as well as unforeseen results;
17. To indicate a family member or a legal representative responsible for information and making decisions regarding diagnostic or therapeutic procedures, including treatments, care, resuscitation procedures and measures or other life-sustaining treatments, applicable to people over 18 years old or legally emancipated;

18. To express your concerns or complaints to the institution's management through the Ombudsman service and receive relevant information and clarifications in accordance with its rules and regulations. Telephone (61)3261-3030, from Monday to Friday, from 8:00am to 6:00pm, or by e-mail ouvidoriahsh@hshelena.com.br;
19. To have a second medical opinion regarding their diagnosis or treatment and, if desired, replacement of doctor responsible for their care, according to institution's policy with evidence in the medical record;
20. To receive respectful and compassionate care at the end of their lives and be treated with dignity and respect even after their death and not have any organ or tissue removed from their body without prior authorization from the patient, their family or legal guardian;
21. To ensure that in situations of physical pain or other symptoms that cause suffering are properly evaluated and treated with respect and compassion by professionals in accordance with the therapeutic possibilities available;
22. To have all data provided/shared for registration purpose, treatment/service, protecting it and using it only for necessary purposes, with its presentation to third parties being prohibited when not for treatment purposes;

RESPONSIBILITIES

1. To provide precise and complete information about their health history, previous illnesses, past medical procedures, use of medications or substances that cause drug dependence, and other health-related issues;
2. To inform unexpected changes in the patient's current health status;
3. To demonstrate understanding of the actions executed or proposed, focusing on the healing, prevention and rehabilitation, asking questions whenever in doubt;
4. Do not handle hospital equipments;
5. To act in good faith, informing the professional responsible for your treatment of unexpected changes in the patient's current health status;
6. To provide all required documents for authorization and approval of your treatment by the health insurance company, handling all authorization forms/documents or communicating the refusal to the hospital;
7. To know and respect the Hospital's rules and regulations in accordance with the care programs of inpatient units, intensive care unit and emergency care unit;
8. To keep, care, and be responsible for the properties made available for treatment (including equipments), and request that your visitors and companions act accordingly;
9. To accept the instructions recommended by the multidisciplinary team assisting you, being responsible for the consequences of your refusal;
10. To respect the rights of other patients, employees, and service providers of the Institution, treating them with civility and courtesy, contributing to the noise control, number (quantity) and behavior of your visitors;
11. To meet and respect the prohibition of smoking on the Hospital premises, extended to companions in accordance with the current legislation;
12. To indicate the person financially responsible for the hospital treatment, informing the Hospital of any changes in this indication;
13. To honor your financial agreement with the institution paying off your debts on your own or with the help of the person financially responsible for your care both in terms of hospital bills and medical fees.

ADVANCE DIRECTIVE (ADV)

Resolution 1,995/2012 regulates the advance directives of patients suffering from a terminal illness. According to Art. 1, the advance directives of will or living testament, this is the set of desires, previously and expressly expressed by the patient, who is in the enjoyment of their mental capabilities, with the aim of providing evidence about the care, treatments and medical and therapeutic procedures that you wish, or not, to undergo while you are alive, however, if you are unconscious as a result of illness or accident. According to § 4, the doctor must record in the medical record the advance directives that were directly communicated to them by the patient.

It is a public document (Public Declaratory Deed), drawn up at the Notary's Office that expresses the will of a person that ensures respect for the dignity of the human person, as it allows the patient to choose in advance what type of medical treatment they want or not. be submitted, preserving the right to a dignified life and death. Any individual considered to be in a conscious state can make their living will before a notary. Simply present your personal documents and state what types of clauses you want to include.

The deed will be presented to doctors by family members or whoever the declarant indicates, if in the future he is affected by a serious illness or becomes unable to express his wishes as a result of an accident.

It is recommended that interested parties seek out a Notary's Office, make their Advance Directive (ADV), present the document during their appointment and ensure that you are only subjected to the treatments you desire.

Special Situations:

In the case of children, adolescents or adults considered incapable, the related responsibilities must be exercised by their legal guardians, duly qualified.

It is the physician's right to renounce the care of a patient, provided that there is no imminent risk of death and that he/she communicates this attitude in advance to the patient or his/her guardian, assuring him/her of the continuity of care and providing all the necessary information to the physician who succeeds him.

When any right is breached or responsibility is not fulfilled, the unit leader will seek to ensure its adequacy, as a representative of the institution.