

# **PATIENTS' RIGHTS AND RESPONSABILITIES**



## 1 - YOU HAVE THE FOLLOWING PATIENT RIGHTS:

- To be treated with respect, dignity and attention by all health professionals, without any form of prejudice;
- To receive humane, attentive and respectful care, without prejudice based on origin, race, creed, sex, sexual orientation, color, age, diagnosis and any other forms of prejudice by all professionals working at the Institution. Care must be provided by teams in a way that respects the patient's dignity and self-esteem;
- To be identified by name, surname or social name. To not be identified by the name of their illness or health problem, number or code, or other inappropriate, disrespectful or prejudiced forms.
- To be informed about the identity and profession of all professionals participating in their treatment.
- To have their safety, physical, psychological and moral integrity, rest, privacy and individuality assured.
- To ensure the preservation of their image and identity and respect for their ethical, moral and cultural values, regardless of their state of consciousness.
- To be aware of the Institution's rules and regulations.
- To receive care appropriate to their health condition, within the scope of preventive, curative, rehabilitation or terminal care.
- To consent or refuse procedures, diagnoses or therapies to be performed on them. They must consent freely, voluntarily, and with adequate information. In proven cases of the patient's inability to express their feelings consciously, they must be legally represented.
- To receive appropriate and timely assistance, according to their needs, to ensure their comfort and well-being, by a qualified professional, present on site, in any situation.
- To receive from the physician of your choice and from other members of the multidisciplinary team responsible for your care, at the beginning or at any stage of treatment, verbal information and, when possible, a written explanatory report, clear and legible, without codes or abbreviations, identified with the name and signature of the respective professional(s) with their registration number(s) with the professional control and regulation body(ies) and their respective signature(s), containing: type and nature of treatment, expected duration, diagnostic possibilities, proposed procedure(s), possible side effects and information and guidance regarding the medications to be used.
- To access his/her medical records and the information must be provided in an accurate and clear manner.
- To have privacy in the provision of all assistance, and his/her secrets must be protected through professional secrecy. He/she also has the right to receive or refuse moral, psychological, social and religious assistance.
- To have his/her medical record prepared in a legible manner, containing the set of standardized documents with information regarding his/her medical history, onset and progression of his/her disease, clinical reasoning, complementary exams, therapeutic conduct, description of the procedures performed and other pertinent reports and notes, and may consult it at any time, even after it has been filed, for the period stipulated by law.
- To express his/her preferences and needs regarding health care, and the professionals responsible for providing it must record this in the patient's medical records, even if there is no medical prescription.
- To receive, upon request, any and all information



about the medications that will be administered, as well as have access to information about the origin of the blood, blood components and blood derivatives, so as to be able to verify, before receiving them, their origin, serologies performed and expiration date.

- To express his/her concerns and complaints to the Institution's management, through the Ombudsman's Office and the satisfaction survey and receive the relevant information and clarifications, in accordance with its rules and regulations.
- To have free access to any and all diagnostic and therapeutic procedures available at the Institution, as long as they are indicated by responsible physicians.
- To be informed, guided and, if necessary, trained on how to conduct self-care, receiving clear and legible medical instructions on the continuity of treatment, aiming at cure, rehabilitation and prevention of secondary and sequelae or complications, with the name of the medications identified and the identification of the professional(s) who treated you with their respective registration number(s) with the professional control and regulation body(ies) and their respective signature(s).
- To be able to indicate a family member or guardian to make decisions regarding diagnostic or therapeutic procedures, including those related to extraordinary treatments, care and procedures to prolong life.
- To be able to indicate a family member or companion as your partner in care so that they receive information, guidance and participate in the education process regarding continuity of care during care and prepare you for post-hospital discharge.
- To receive appropriate treatment to minimize pain when there are means to alleviate it.
- To Be treated with dignity and respect after death and not have any organ or tissue removed from their body without prior authorization from them, their family or their legal guardian.



### **Special situations:**

As an adolescent (between 12 and 18 years old), as long as they are identified as capable of understanding their problem and managing themselves on their own, they can be treated, if they wish, without a companion in consultations and other services, with guarantee of their individuality and confidentiality and regarding access to diagnostic and therapeutic resources. However, in situations considered to be risky and when any procedure of any complexity is indicated, the participation and consent of parents or guardians will be necessary, and this breach of professional confidentiality must be informed and justified in advance to the adolescent.

### **If you are a child or adolescent:**

• You have the right of having your mother and father considered defenders of your interests, actively participating in decisions regarding diagnostic, therapeutic and anesthetic procedures, receiving all pertinent information and clarifications, except when there is a court order to the contrary;

To be able to enjoy monitoring of your school curriculum and some form of recreation;

Not be exposed to the media without your express will and that of your parents or guardians.

**If you are elderly, obtain compliance with the provisions of articles 16 to 18 of the "Elderly Statute" - the right to a companion, to choose the treatment that is most favorable to you, as well as to be treated by professionals trained and qualified to meet your needs.**

**“Art. 69-A. Priority will be given to administrative procedures in which the following appear as a party or interested party in any body or instance: I - a person aged 60 (sixty) years or over; II - a person with a physical or mental disability; III - (VETOED) IV - a person with active tuberculosis, multiple sclerosis, malignant neoplasm, leprosy, irreversible and incapacitating paralysis, severe heart disease, Parkinson’s disease, ankylosing spondyloarthritis, severe nephropathy, severe hepatopathy, advanced stages of Paget’s disease (osteitis deformans), radiation contamination, acquired immunodeficiency syndrome, or another serious disease, based on the conclusion of specialized medicine, even if the disease was contracted after the beginning of the process.**



**§ 1º The person interested in obtaining the benefit, attaching proof of his/her condition, must request it from the competent administrative authority, which will determine the measures to be taken.**

**§ 2º Once priority is granted, the case files will receive specific identification that demonstrates the priority processing regime.”**

## **2 - YOU HAVE THE FOLLOWING PATIENT RESPONSIBILITIES:**

- To provide health professionals with all the information necessary to obtain a correct diagnosis and adequate treatment, and must also report unexpected changes in his/her current condition.
- To know and respect the rules and regulations of the Institution.
- To take care of his/her health condition, seeking to follow the instructions recommended by the multidisciplinary team that assists him/her, and is responsible for the consequences of his/her refusal.
- To indicate the person financially responsible for his/her hospital treatment, informing the hospital of any changes in this indication.
- To know and inform the Hospital and his/her physician of the extent of the financial coverage of his/her Health Plan, Insurance Company or Company, as well as possible restrictions;
- To Notify the Hospital and his/her physician of unexpected changes in the coverage of his/her Health Plan, Insurance Company or Company, as well as other restrictions;
- To be responsible for any and all expenses incurred during the patient’s hospitalization or outpatient care, through disallowances or conflict situations with their Health Plan, Insurance Company or Company, committing to negotiate directly with them and exempting the Hospital from any responsibility.
- To respect other patients, companions, professionals of the institution and service providers. They also have the duty to respect the rules and regulations of the institution, through the patient guidance guide.
- The patient must ensure that his/her visitors and companions do the same on the Hospital’s properties made available to him/her for his/her comfort and treatment.
- To designate a doctor responsible for his/her treatment during the period of hospitalization, knowing that this doctor will have full access to his/her medical records, including previous appointments, diagnostic tests and procedures performed at the Institution.
- To Follow the instructions recommended by the multidisciplinary team that assists

him/her, being responsible for the consequences of their non-compliance.

- To participate in his/her care, ensuring safe healthcare, collaborating and getting involved in decisions about his/her health.
- To Respect the rights of other patients, employees and service providers of the Institution, treating them with civility and courtesy, contributing to the control of noise, number and behavior of his/her visitors.
- Do not smoke in the Hospital and in the care units and services, including public circulation areas, restaurants, stairs, bathrooms, internal courtyards, parking lots and any other covered or open place, including inside vehicles near the immediate entrances to the buildings.
- To accept medical, care or hospital discharge when the process or treatment is considered complete by the professionals involved; when all resources available at the Hospital to meet the needs of the patient and family have already been offered; or when the Hospital team feels unable to meet the patient's expectations.



**In case of children, adolescents or adults considered legally incapable, the rights and duties of the patient listed above must be exercised by their respective legal guardians.**

It is the right of the physician to waive care for a patient, provided that there is no imminent risk of death and that the physician is notified of such action in advance, ensuring continuity of care and providing all necessary information to the physician who succeeds him/her.

- Responsibility to provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Responsibility to report perceived risks in your care and unexpected changes in your condition.
- Responsibility to help our organization understand your environment by providing feedback about service needs and expectations.
- Responsibility to ask questions when you do not understand any aspect of care or expectations.
- Responsibility to follow the care, treatments, and services as planned.
- Responsibility for the outcomes if you do not follow the care, treatments, and services we provide.
- Responsibility to follow our organization's rules and regulations.
- Responsibility for you and your family to be considerate of our staff and property.
- Responsibility to meet any financial obligation agreed to with our organization.

All rights and duties are in accordance with Brazilian law. At the time of admission, the patient and/or his/her family member are given a guide with information about the services and operation of the Hospital and which contains a complete list of Rights and Responsibilities. When any right is violated or a responsibility is not fulfilled, the unit leader will seek to ensure its adequacy, as a representative of the Institution. Ultimately, both patients and family members, as well as the institution itself, rely on the assistance of the Ombudsman, who will act as an interface between both.



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