





PATIENT AND COMPANION RIGHTS

Hospital São Luiz Alphaville establishes as priorities respect, safety, privacy, confidentiality of care and information in medical-hospital care, acting with excellence in service, respecting the Laws and Regulations in force according to the Ministry of Health - Ordinance 1,820, of August 13, 2009 - Provides for the rights and duties of healthcare users.

- Receive dignified, attentive and respectful service, without any prejudice or discrimination;
- Be identified by full name and date of birth and not by the name of your illness, code number or any other form of prejudice;
- Being able to identify through the badge with photograph, name and position to which he belongs;
- Receive information about the institution's rules for protecting your personal belongings;
- You have the right to receive clear, simple and comprehensive information from the team that assists you, adapted to your cultural condition, regarding your diagnosis, therapeutic options and risks involved;
- Consent or refuse diagnostic or therapeutic procedures, freely and voluntarily, after receiving adequate information, as long as it is not life-threatening; if it is impossible to express your wishes, consent must be given, in writing, by your family or guardians;
- Receive information about medications that will be administered to you, as well as the origin of blood and blood products, before receiving them;

- Receive appropriate hospital treatment to control and minimize physical pain; in accordance with the institution's clinical guidelines or protocols;
- Have access to your medical records in accordance with current legislation and the institution's rules. The medical record must include a set of documents and standardized information about the patient's history, principles and evolution of the disease, therapeutic procedures and other clinical notes:
- Have safeguarded the confidentiality of any and all information, by maintaining professional secrecy, as long as it does not pose a risk to third parties or public health;
- Receiving or refusing psychological and religious assistance;
- Have their spiritual and religious beliefs as well as their ethical and cultural values respected:
- Have your safety, individuality, privacy, physical, mental and moral integrity guaranteed; to this end, the patient has the right to maintain their privacy, with care in an appropriate place and professional conduct that protects this privacy;
- Have their rights ensured, in the case of children and adolescents, disabled or elderly individuals, in accordance with current legislation;
- Have the right to a companion of your choice during the entire period of hospitalization, in accordance with the institution's rules;
- Be encouraged to participate in all decisions about your care, with the guarantee that the team that assists you will provide information and clarifications regarding doubts, results of care and treatment, as well as unexpected results:

- Being able to indicate family member or person responsible for information and decision-making regarding diagnostic or therapeutic procedures, including with regard to treatments, care and procedures and resuscitation measures or other life-sustaining treatments, applicable to people over 18 years of age or legally emancipated;
- 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;
- Request a second medical opinion regarding your diagnosis or treatment and, if desired, replacement of the doctor responsible for your care, according to the institution's policy, with evidence in the medical records;
- Have respectful and compassionate assistance at the end of your life and be treated with dignity and respect after your death and not have any organ or tissue removed from your body without your prior authorization, that of your family or legal guardian;
- Every female patient has the right to a companion of her choice, regardless of prior notification, in consultations, exams and procedures to be carried out. In the case of care involving any type of sedation or lowering of the level of consciousness, if the patient does not indicate a companion, the unit may make this recommendation and the patient may REFUSE to indicate a companion. In this case, you must sign the statement provided by the unit, in compliance with Federal Law 14,737.

RESPONSIBILITIES AND DUTIES OF PATIENTS AND COMPANIONS

- Provide complete and accurate information about your health history, previous illnesses, use of medications or substances that cause drug dependence, previous medical procedures and other problems related to your health;
- Problems related to your health;
- Follow the instructions recommended by the multidisciplinary team that assists the patient, being responsible for the consequences of their refusal;
- Know and respect the Hospital's rules and regulations;
- Take care of and be responsible for the Institution's facilities made available to them:
- 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 its visitors;
- Be responsible for any and all expenses incurred during hospitalization and/or outpatient care or indicate the person legally and financially responsible for your hospital treatment, informing the Hospital of any changes to this indication;
- Respect the smoking ban, extended to companions and visitors, in accordance with current legislation;
- In the case of children, adolescents or adults considered incapable, the responsibilities listed above must be exercised by their legal guardians, duly qualified.

LEGAL REFERENCES

- Brazilian Civil Code. Law No. 10,406, of 01/10/2002.
- Consumer Protection Code. Law No. 8,078, of 09/11/1990.
- Status of the Elderly. Law No. 10,741, of 10/01/2003.
- Child and Adolescent Statute (ECA). Law No. 8,069, of 07/13/1990.
- Disarmament Statute. Law No. 10,826, of 12/22/2003.
- National System of Public Policies on Drugs. Law No. 11,343, of 08/23/2006.
- Federal Law nº 10,216, of 04/06/2001.
- Federal Law nº 9,294/1996, of 07/15/1996.
- Federal Law No. 13,709 of August 14, 2018 (General Personal Data Protecti Law).
- Federal Law No. 1 4,737 of November 27, 2023 (Law on the right of women to have a companion during care provided in public and private health services.).



Hospital São Luiz Alphaville

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