

# RIGHTS AND RESPONSIBILITIES OF PATIENTS AND FAMILY MEMBERS

Transparency and respect as great as our care.

## RIGHTS OF PATIENTS/FAMILY MEMBERS

- 1) Receive dignified, attentive, and respectful care, without any prejudice or discrimination.
- 2) Be identified by full name or social name, if preferred, and date of birth. The patient will never be identified in a generic manner, or by the name of their disease, number, code, or any other disrespectful or prejudiced way.
- 3) Be able to identify the professionals responsible for their care through their badges containing photo, showing at least their name and position held at the Hospital.
- 4) Receive information on the Institution's rules on the protection of their personal belongings.
- 5) Receive clear, simple, and understandable information from the staff who is assisting them, adapted to their cultural condition and language, regarding their diagnosis or diagnosed hypothesis, procedures, examinations, and risks involved.
- 6) Receive information about medications that will be administered, as well as the origin of blood and blood products before receiving them.
- 7) Freely and voluntarily consent or refuse diagnostic or therapeutic procedures after receiving adequate information on the recommended treatment, as long as it is not life-threatening, without any moral and/or legal sanctions being imposed. In case of impossibility of expressing their will, the consent must be given, in writing, by their family members or responsible person. In a situation involving palliative care, will must be expressed verbally duly recorded in the medical record by the reference professional.
- 8) Interrupt unwanted treatments that aim only to prolong their life, with no quality, always respecting their values, culture, and individual rights, and being able to choose their place of death.
- 9) Receive adequate hospital care to control and minimize physical pain according to the institution's guidelines or clinical protocols.
- 10) Request a second medical opinion regarding their diagnosis or treatment and, if desired, the replacement of the physician responsible for their assistance according to the Institution's policy, with evidence in medical records.
- 11) Have access to their medical record according to the current legislation and in accordance with the institution's rules. The medical record must include a set of standardized documents and information about the patient's history, principles and progression of the disease, therapeutic procedures, and other clinical notes. The requesting for a copy may be made by the patient, their legal representative or a person appointed by them, upon request to SAME - Medical Archive and Statistics Service.
- 12) The confidentiality of any and all information, through professional secrecy maintenance, shall be safeguarded, as long as it does not entail a risk to third parties or public health.
- 13) Be able to appoint a family member or responsible person for the information and decision-making regarding diagnostic or therapeutic procedures, and with regard to treatments, care and life-sustaining procedures, applicable to those over 18 years of age or legally emancipated.
- 14) Have their spiritual and religious beliefs respected, receive or refuse religious assistance. These rights extend to their family members.
- 15) Have their rights assured – in the case of children and adolescents, people with disabilities, older adults, women and LGBTQIAP+ – in accordance with current legislation.
- 16) Have, in accordance with the law and the institution's rules, a companion of their choice.
- 17) Every woman (female or trans woman) has the right to be accompanied by a person of legal age throughout the entire healthcare service, regardless of prior notification, in accordance with the criteria of Law 14,737/2024. In the case of healthcare service in the Operating Room or Intensive Care Unit for critical conditions with patient's security restrictions, only a companion who is a healthcare professional will be admitted, in accordance with the 4th of Art 19-j of Law 8080/90.

- 18) Be encouraged to participate in all decisions about their assistance, with the guarantee that the staff who is assisting them will provide information and clarifications about questions, results regarding assistance and treatment, as well as unforeseen results.
- 19) Have their security, privacy, physical, psychic, social and moral integrity guaranteed at any time during the healthcare service.
- 20) Be informed in advance and expressly to be able to consent or refuse in a free, voluntary and informed manner when the proposed treatment is fully or partially experimental or part of the research protocol.
- 21) Be properly informed and trained, if necessary, by the multidisciplinary team on how to conduct their treatment after discharge.
- 22) Have the right to be discharged on request with a medical report informing what occurred during hospitalization and guidance after discharge.
- 23) Express their concerns or complaints to the Institution's management, through the Ombudsman Service and receive pertinent information and clarifications, in accordance with its rules and regulations.
- 24) Have the current legislation respected and complied with, which regulates the transplantation and retrieval of organs, tissues and parts of the human body, providing the patient and their family members with information on the form and procedures necessary for the donation of organs and tissues.

## RESPONSIBILITIES OF PATIENTS AND FAMILY MEMBERS

- 1) Provide complete and accurate information about their health history, previous illnesses, use of medications or substances that cause drug dependence, past medical procedures and other problems related to their health.
- 2) Follow the instructions recommended by the multidisciplinary team who is assisting the patient, being responsible for the consequences of their refusal.
- 3) Know and respect the rules and regulations of the Hospital.
- 4) Take care and be responsible for the Institution's facilities and assets placed at their disposal.
- 5) Take care and request that visitors, companions, and friends contribute to the well-being of everyone on the Hospital's premises, following and respecting the prohibition of smoking and use of tobacco products, alcoholic beverages, and loud noises, contributing to the safety and cleanliness of the hospital.
- 6) Be responsible for any and all expenses made during hospitalization and/or outpatient care or appoint the legal and financial responsible person for their hospital treatment, informing the Hospital of any changes in such appointment.
- 7) Use only medications prescribed by the Hospital during hospitalization, except those authorized by the physician responsible for their care and monitoring.
- 8) In the case of children, adolescents, and adults considered incapable, the responsibilities listed above must be exercised by their duly authorized legally responsible person.
- 9) It is prohibited to photograph, film, or remove documents from the medical record without express authorization, in any situation.
- 10) Do not disclose images (photo or video) of the Hospital premises, as well as of employees performing their professional activities to third parties and/or on social media platforms.

When any right is affected or any responsibility is not fulfilled, the Hospital leader will seek to ensure its suitability as the representative of the Institution. Ultimately, both patients and family members, as well as the institution itself, can count on the help of the Ombudsman, which will interface between both.

Technical Officer: Dra. Ana Verena Mendes - CRM-BA 15976