

PATIENTS' RIGHTS

SÃO LUIZ
Itaim

1. Receive dignified, attentive and respectful care, without any prejudice or discrimination.

2. Be identified by full name and date of birth and treated by his/her name and not in a generic way, or by the name of his/her disease, number, code or any other disrespectful or prejudiced way.

3. Be able to identify the professional who is assisting him/her by badge with photograph, name and department to which he/she belongs.

4. To receive information about the rules of the institution, and about the protection of their personal belongings.

5. Receive clear, simple and understandable information from the staff assisting him/her, adapted to his cultural condition, about his diagnosis, therapeutic options and risks involved.

6. Receive information about medications to be administered, as well as the origin of blood and blood products, before receiving them.

7. Receive complete and adequate assistance to control and/or minimize physical pain according to the institution's clinical guidelines or protocols.

8. Consent or refuse diagnostic or therapeutic procedures, freely and voluntarily, after receiving adequate information, as long as their lives are not at risk. In case of impossibility of expressing his/her will, the consent must be given, in writing, by his/her family members or guardians.

9. Have access to their medical records in accordance with current legislation and the rules of the institution. The medical record must include the set of documents and standardized information about the patient's history, disease principles and evolution, therapeutic conducts and other clinical notes.

10. To have the confidentiality of any and all information safeguarded in the implicit preservation of professional secrecy, as long as it does not entail any risk to third parties or to public health.

11. Receive or refuse any kind of assistance, including psychological and religious assistance.

12. Have his/her spiritual and religious beliefs respected, as well as his/her ethical and cultural values.

13. Have his/her safety, individuality, privacy, physical, psychological and moral integrity guaranteed. To this end, the patient has the right to privacy, with care provided in an appropriate location and professional conduct that safeguards this privacy.

14 To be assured, in the case of children and adolescents, disabled or elderly individuals, of their rights according to the legislation in effect and the institution's policy.

15 To have the right to a companion of their choice during the entire period of hospitalization, according to the rules of the institution.

16 Be encouraged to participate in all decisions about his/her care, with the assurance that the team assisting him/her will provide information and clarification about any doubts or questions arising from the care and treatment, as well as unforeseen results.

17 To be able to appoint a family member or guardian to make decisions regarding diagnostic or therapeutic procedures, including treatments, care, and procedures, as well as resuscitation measures or other life-sustaining treatments, applicable to persons 18 years of age or older or legally emancipated.

18 To express his/her concerns or complaints to the institution's management, through the Ombudsman service, and to receive pertinent information and clarifications, according to its rules and regulations. Phone (11) 3457-1000, Monday to Friday, from 9am to 6pm, or through the contact us section at www.hospitalvilanovastar.com.br.

19 To request a second medical opinion regarding your diagnosis or treatment and, if he/she wishes, to have the medical team responsible for his/her care replaced, according to the institution's policy.

20 To have respectful and compassionate care at the end of his/her life and to be treated with dignity and respect after your death and not to have any organs removed from his/her body without his/her prior authorization, or that of his/her family or legal guardian.

RESPONSIBILITIES AND DUTIES OF PATIENTS AND FAMILIES

1 Provide complete and accurate information about his/her health history, previous diseases, use of medication or substances that cause drug addiction, previous medical procedures and other problems related to his/her health.

2 Follow the instructions recommended by the multiprofessional team assisting the patient, being responsible for the consequences of refusal.

3 Know and respect the rules and regulations of the Hospital.

4 To care for and be responsible for the institution's facilities placed at his/her disposal.

5 Respect the rights of the other patients, employees and service providers of the institution, treating them with civility and courtesy, contributing to control the noise, number and behavior of his/her visitors.

6 Be responsible for any and all expenses incurred during hospitalization and/or outpatient care or indicate the person legally and financially responsible for his/her hospital treatment, informing the Hospital of any changes in this indication.

7 Respect the prohibition of smoking, extensive to accompanying persons and visitors, according to the legislation in force.

8 In case of children, adolescents and adults considered incapable, the responsibilities listed above should be exercised by their legal guardians, duly empowered.

Upon admission, the patient and/or his/her responsible family member is given a guide with information about the services and operation of the hospital and a complete list of rights and responsibilities. When any right is violated or responsibility not fulfilled, the unit leader will try to ensure its adequacy as a representative of the institution.

Ultimately, both patients and families, as well as the institution itself, count on the assistance of the Ombudsman, who will interface between them.



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