



***Patient and Family Rights  
and Responsibilities  
Manual***

# *Patients' and Families' Rights*

**1** Patients and their families have the right to receive attentive and respectful care, free from prejudice or discrimination of any kind.

**2** Patients have the right to be identified by their full name and date of birth and to be addressed by either their legal name or social name, according to their preference.

**3** Patients and their families have the right to know the names of the professionals providing their care. Healthcare professionals must be identified by visible name badges.

**4** Patients and their families have the right to know the institution's rules regarding the protection of their personal belongings during hospitalization.

**5** Patients and their families have the right to be informed about the diagnosis, treatment options, and associated risks. Such information must be provided by the healthcare team in a clear and understandable manner, respecting the cultural background of each patient and family.

**6** Patients and their families have the right to be informed by the healthcare team about medications to be administered, as well as, in the case of blood transfusions, the origin of blood and/or blood products. This information must be provided before administration. Patients and families also have the right to refuse such therapy in the presence of a witness.

**7** Patients experiencing physical pain have the right to receive appropriate treatment to control or reduce symptoms, in accordance with institutional protocols and guidelines.

**8** Patients and their families may accept or refuse diagnostic, preventive, or therapeutic procedures, provided they have received adequate information. This does not apply in situations involving public health risks.

**9** Patients over 18 years of age or legally emancipated individuals have the right to designate a person authorized to make decisions regarding treatment, care, and procedures if they become unable to exercise their autonomy.

**10** Patients and their families have the right to access medical records in accordance with applicable laws and institutional policies. Medical records shall contain standardized documentation regarding patient history, disease progression, therapeutic interventions, and other clinical notes necessary for appropriate care.

- 11** Patients and their families have the right to confidentiality and privacy regarding all information, even after death, except in cases involving public health risks.
- 12** Patients and their families have the right to receive or refuse religious, psychological, and/or social assistance.
- 13** Patients and their families have the right to have their religious and spiritual beliefs, ethical values, and cultural practices respected.
- 14** Patients and their families have the right to respectful care that preserves image, identity, privacy, and physical, psychological, and moral integrity, regardless of the patient's level of consciousness.
- 15** Patients have the right to be accompanied during consultations and examinations during hospitalization when provided by law or when autonomy is compromised, according to institutional policies.
- 16** Patients and their families have the right to participate in all decisions regarding care and to receive information and clarification about questions, treatment outcomes, and unexpected results.
- 17** Patients and their families have the right to request a second opinion and to replace the physician responsible for their care at any time during treatment, in accordance with institutional policy.
- 18** Patients have the right to document in writing which procedures they accept or refuse should they lose the ability to express their wishes in the future.
- 19** Patients have the right to receive palliative care whenever life-threatening clinical conditions exist, to receive respectful end-of-life care, and to be treated with dignity and respect after death, considering their religious and cultural beliefs. No organs or tissues may be removed without prior authorization from the patient, family, or legal representative.
- 20** Patients have the right to submit complaints, reports, or suggestions through the institution's Ombudsman Channel while maintaining privacy and confidentiality.
- 21** Patients have the right to receive clear and understandable information upon discharge regarding their medical condition, treatment received, discharge summary, and guidance for continuity of care at home, including medications, specific care, restrictions, and activity limitations.

## *Special Situations*

- Children, adolescents, individuals with special needs, and older adults shall have their rights ensured according to applicable legislation and institutional policy.
- Care for individuals with autism spectrum disorder and reduced mobility shall be provided in accordance with Law No. 14,626/2023.
- Care for individuals with obesity and impaired mobility shall follow Law No. 13,146/2015.
- Care for persons with disabilities, older adults, pregnant women, breastfeeding women, and individuals accompanied by infants shall follow Law No. 14,364/2022.

### **Note**

A person with a disability is considered to be someone with a long-term physical, mental, intellectual, or sensory impairment which, in interaction with one or more barriers, may hinder full and effective participation in society on an equal basis with others.

## *Patient and Family Responsibilities*

- 1** Patients and their families must accurately inform healthcare teams about their medical history, including previous illnesses, communicable diseases, medications or substances used, allergies, prior medical procedures, and any other relevant health conditions.
- 2** Patients and their families must ask healthcare professionals about information or instructions they do not understand.
- 3** Patients and their families must follow instructions and treatments proposed by the multidisciplinary team and discussed with them. They are also responsible for refusing recommended procedures, examinations, or treatments and for failing to follow healthcare guidance.

**4** Patients and their families must know and respect the institution's rules and regulations.

**5** Patients and their families must preserve institutional property made available during hospitalization and avoid damaging facilities or materials.

**6** Patients and companions are responsible for maintaining respectful behavior and respecting the rights of other patients, employees, and service providers, treating everyone with civility and courtesy.

**7** Patients, families, and visitors must contribute to a healthy environment. Excessive noise and the use of alcoholic beverages, tobacco, and related products are prohibited.

**8** Patients must designate a person responsible for expenses incurred during hospitalization and/or outpatient care, or assume responsibility themselves.

**9** Patients and companions must inform the healthcare team of any unexpected event or change in health condition.

**10** Patients must consume food provided by the hospital. Consumption of outside food is strictly prohibited unless previously authorized by the attending medical team and documented in institutional records.

**11** Patients and companions must notify nursing staff if personal medications need to be used.

**12** Patients and companions must not interfere with equipment and may not bring electronic devices or metal objects into the Diagnostic Imaging Department.

**13** Patients, family members, and companions are prohibited from filming or photographing healthcare professionals, procedures, or hospital facilities. The transmission of images from within the hospital through social media or other communication channels is also prohibited.

**14** Companions are prohibited from using patient beds or room beds for rest.

**15** Patients, family members, companions, and visitors are prohibited from handling medical materials and equipment such as IV solutions, gas valves, and similar items.

- 16** Patients and companions must wear appropriate clothing when entering or remaining in common hospital areas.
- 17** Patients and companions are responsible for accepting medical, care-related, or hospital discharge when treatment has been completed.
- 18** In the case of children, adolescents, or adults deemed legally incapable, these responsibilities shall be exercised by their duly authorized legal representatives.
- 19** Patients are not permitted to leave the institution unless formally discharged. If they choose to leave, they must sign the discharge-against-medical-advice form provided by the institution.



REPORT ON EVENTS RELATED TO  
PATIENT SAFETY, SPEAK WITH THE  
JOINT COMMISSION INTERNATIONAL.



CONCERNS ABOUT PATIENT SAFETY?  
TALK TO US.

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