



# RIGHTS OF THE PATIENTS AND COMPANIONS

Hospital  
**CENTRAL**  
do Tatuapé

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## RIGHTS OF PATIENTS AND ACCOMPANYING PERSONS

- To receive dignified, attentive and respectful care, without prejudice or discrimination of any kind;
- To be identified by their full name and date of birth and to be addressed by their name and not generically, or by the name of their illness, number, code or any other disrespectful or prejudicial form;
- To be able to identify a hospital employee by a badge with his or her photograph, name and department to which he or she belongs;
- Receive information about the institution's rules on the protection of personal effects;
- Receive clear, simple and complete information from the team assisting you, adapted to your cultural condition, about your diagnosis, the therapeutic options and the risks involved;
- Receive information about the medicines to be administered to them, as well as about 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;
- Consent to or refuse diagnostic or therapeutic procedures, freely and voluntarily, after receiving adequate information, provided that their life is not at risk. If they are unable to express their will, consent must be given in writing by their family or guardians;
- Have access to their medical records, in accordance with current legislation and the rules of the institution. The medical record should include a set of documents and standardized information on the patient's history, principles and course of the disease, therapeutic behavior and other clinical notes;

- The confidentiality of any and all information must be safeguarded through
- Maintaining professional secrecy, provided that there is no risk to third parties or to public health;
- Receive or refuse psychological and religious assistance;
- To have their spiritual and religious beliefs respected, as well as their ethical and cultural values.
- Cultural values;
- To have their safety, individuality, privacy, physical, psychological and moral integrity guaranteed. To this end, patients have the right to maintain their privacy, with care in an appropriate setting and professional conduct that protects this privacy;
- In the case of children and adolescents, the disabled or the elderly, to have their rights guaranteed in accordance with the legislation in force and the policy of the institution;
- To have the right to a companion of their choice during the period of hospitalization, in accordance with the rules of the institution;
- To be encouraged to participate in all decisions about his or her care, with the guarantee that the team assisting him or her will provide information and clarification about doubts, the results of care and treatment, as well as unforeseen outcomes;
- To be able to appoint a family member or guardian to make decisions about diagnostic or therapeutic procedures, including treatment, care, resuscitative procedures and measures or other life-sustaining treatment.
- Applicable to those over 18 years of age or legally emancipated;
- Express your concerns or complaints to the Institution's management, through the Ombudsman Service, and receive the relevant information

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and clarifications, in accordance with the Institution's regulations, by calling: 2602-0000 ext. 368 or through the website [www.aviccena.com.br](http://www.aviccena.com.br).

- Request a second medical opinion on your diagnosis or treatment and, if you wish, the substitution of the doctor responsible for your care, in accordance with the Institution's regulations.
- To receive respectful assistance and dignified treatment after your death and not to have organs or tissues removed from your body without your prior authorization, that of your family or that of your legal guardian.

## **RESPONSIBILITIES AND DUTIES OF PATIENTS AND ACCOMPANYING PERSONS**

- Provide complete and accurate information about their health history, previous illnesses, use of medications or substances that cause drug addiction, previous medical procedures and other health-related problems;
- Follow the instructions recommended by the multi-professional team assisting them, and are responsible for the consequences of their refusal;
- Know and respect the rules and regulations of the hospital;
- To care for and take responsibility for the facilities of the Institution placed at their disposal; - To respect the rights of the patients and their families;
- 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 visitors.
- To be responsible for each and every one of the expenses incurred during hospitalization and/or outpatient care or to indicate the person

legally and financially responsible for their hospital treatment, informing the Hospital of any change in this indication;

- Respect the smoking ban, which extends to accompanying persons and visitors, in accordance with current legislation.
- In the event of violation of rights or non-compliance with responsibilities, the person in charge of the unit, as representative of the institution, will ensure compliance. Ultimately, both patients and their families, as well as the institution itself, can count on the help of the Ombudsman, who will act as an intermediary between the two.



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