

VILA NOVA\*STAR  
REDE D'OR



*Children and Families'*  
Rights and Responsibilities



## Guidance for Children and Families at Hospital Vila Nova Star



We want your stay at our hospital to be safe, respectful, and welcoming. Therefore, you and your family have some very important **Rights:**

### Respect and Care

- You will be treated with kindness, attention, and respect, without any form of discrimination.
- You will be called by **your name**, or by the way you prefer, never by your room number or the name of your illness.

### Identification and Safety

- All professionals will wear identification badges with their **name and photo**.
- The team will explain the **rules for protecting your personal belongings**, such as toys and items brought from home.

### Clear Explanations

- You and your family will receive **simple and easy-to-understand explanations** about your health, tests, treatments, and risks.
- Before receiving medications or blood products, everything **will be clearly explained**, including where they come from.

## Pain Management

- We will do everything within our reach **to relieve your pain and discomfort** according to medical guidance.

## Consent and Choices

- You (or your guardians) may accept or refuse tests and treatments, provided this does not place your life at risk.
- When you are unable to decide, **your family or legal guardian** will decide on your behalf.

## Medical Records and Information

- Your family may review your **medical record**, which contains information about your health and care.
- Everything you tell us **will remain confidential**, except when there is a risk to others or to public health.

## Beliefs and Support

- You may receive **psychological or religious support** if you wish.
- Your **religious beliefs and cultural values** will always be respected.





## Safety and Privacy

- Your **safety, privacy, and physical and emotional well-being** are priorities for our team.
- We will care for you in an appropriate environment.

## Guaranteed Rights

- Children, adolescents, and people with disabilities **have rights protected by law**, and these rights will be guaranteed here.

## Family Presence

- You have the right to have a **companion of your choice during hospitalization**, according to hospital policies.

## Participation in Decisions

- Whenever possible, you will be **encouraged to participate** in decisions regarding your care.
- The team **will patiently explain everything** and answer your questions and those of your family.

## Representative for Decision-Making

- If you are over 18 years old or legally emancipated, you may designate someone you trust to make decisions on your behalf.

## Complaints and Suggestions

- If something bothers you or if you would like to suggest improvements, please contact the **Ombudsman** Office:

 (11) 3457-1000 – Monday to Friday, 8:00 a.m. to 6:00 p.m.

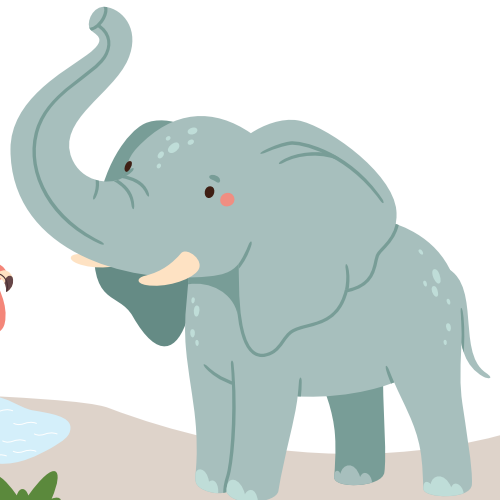
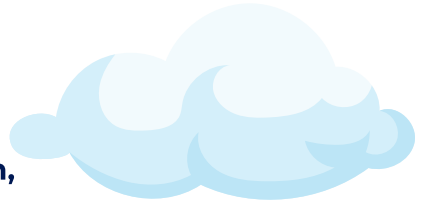
 [www.hospitalvilanovastar.com.br](http://www.hospitalvilanovastar.com.br) > Fale Conosco

## Second Opinion and Change of Physician

- You may request **a second medical opinion** or ask to change physicians, according to hospital policies.

## End-of-Life Care

- In difficult situations, you will be treated with **respect, compassion, and dignity**, including after death.
- No organ will be removed without authorization from your family or legal guardian.



# Caring Together: Duties Of Guardians In Pediatric Care



Caring for a child in the hospital is a mission involving many hands, hearts, and responsibilities. To make this care even safer, more welcoming, and more effective, we invite you, the child's or adolescent's guardian, to work together with us by fulfilling the following important **DUTIES** during hospitalization:

## Share everything you can about your child's health

Tell us clearly and honestly about the child's health history: previous illnesses, allergies, medications in use, surgeries, substance use, and any other relevant information.

## Follow the team's guidance whenever possible

Our professionals are here to provide the best care. If you have questions or difficulties following any recommendation, talk to us. Refusal of treatment may affect the child's health.

## Know and respect hospital rules

They exist to ensure the safety and well-being of everyone - from the young patients to the teams that care for them.

## **Take care of the environment as if it were your home**

Help preserve the facilities and materials made available to you. A well-maintained environment contributes to the child's comfort and recovery.

## **Treat everyone with respect and kindness**

This includes other patients, families, professionals, and service providers. Please also pay attention to the number of visitors and noise levels, as rest is an important part of recovery.

## **Assume financial responsibility**

It is necessary to identify the legal and financial person responsible for the child's hospital treatment and keep the hospital informed of any changes.

## **Respect the smoke-free policy**

Smoking is prohibited in all hospital areas, including by companions and visitors. This protects the health of all children.

## **We are here for you and with you**

Our greatest commitment is to your child's health, comfort, and dignity. Thank you for being our partner in this journey of care.





**REPORT EVENTS RELATED TO PATIENT SAFETY  
OR CONTACT JOINT COMMISSION INTERNATIONAL.**



**FOR PATIENT SAFETY CONCERNS, CONTACT US.**

**VILA NOVA\*STAR**  
REDE D'OR

**HOSPITAL VILA NOVA STAR**

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