

DUTIES

- 1** To provide complete and accurate information about your health history, previous illnesses, previous medical procedures, and other problems related to your health;
- 2** To respect the Hospital's rules and regulations;
- 3** To take care of and be responsible for the Institution's properties made available to them;
- 4** To 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 and the number and behavior of its visitors;
- 5** To indicate the financial person responsible for your hospital treatment, informing the Hospital of any changes to this indication;
- 6** In the case of children, their respective legal representatives must exercise adolescents, or adults considered incapable, the rights and responsibilities described;
- 7** To follow the instructions recommended by the multidisciplinary team that assists the patient, being responsible for the consequences of their refusal;
- 8** To be responsible for any and all expenses incurred during hospitalization and/or outpatient care or indicate the person legally and financially responsible for your hospital treatment, informing the Hospital of any changes to this indication;
- 9** To respect the smoking ban, extended to companions and visitors, following current legislation;

When any rights are violated or responsibilities are not fulfilled, the unit leader will seek to ensure its adequacy, as a representative of the institution. Ultimately, both patients and families and the institution itself count on the help of the Ombudsman, who will act as an interface between the two.



RIGHTS

- 1** To receive dignified, attentive, and respectful care regardless of your race, creed, age, gender, sexual orientation, diagnosis or any other characteristic;
- 2** To be identified by your first and last name and your date of birth, and not by the name of your illness, number, code, or any other form of identification;
- 3** To be able to identify, through name and function, the professionals involved in your care;
- 4** To receive clear and understandable information about your diagnosis, therapeutic options, and risks involved;
- 5** To consent or refuse, at any time, diagnostic or therapeutic procedures, freely and voluntarily, after receiving adequate information about the suggested treatment, as long as it is not life-threatening, without any moral and/or legal sanctions being imposed;
- 6** To request a second opinion regarding your diagnosis or treatment and, if deemed necessary, replace the responsible doctor;
- 7** To have access to your medical records, under the Institution's rules. The medical record includes a set of documents and standardized information about the patient's history, principles and evolution of the disease, therapeutic procedures, and other clinical notes;
- 8** To have any and all intimate personal information kept as confidential, by maintaining professional secrecy, as long as it does not pose a risk to third parties or public health;
- 9** To receive or refuse psychological, social, and religious assistance;
- 10** To have your safety and physical, mental, and moral integrity guaranteed;
- 11** To receive information about the institution's rules for protecting your personal belongings;
- 12** To receive information about medications that will be administered to you, as well as the origin of blood and blood products, before receiving them;
- 13** To receive appropriate hospital treatment to control and minimize physical pain; following the institution's clinical guidelines or protocols;
- 14** To have spiritual and religious beliefs, as well as ethical and cultural values, respected;
- 15** To have rights assured, in the case of children and adolescents, disabled or elderly individuals, following current legislation;
- 16** To have the right to a companion of your choice during the entire period of hospitalization, by the institution's rules;
- 17** To be encouraged to participate in all decisions regarding your care, with the guarantee that the team that assists you will provide information and clarifications regarding doubts, results of care and treatment, as well as unexpected results;
- 18** To be able to nominate a family member or friend to be responsible for transmitting information and making decisions regarding diagnostic or therapeutic procedures, including treatments, care and procedures and resuscitation measures or other life-sustaining treatments, applicable to over 18 years of age or legally emancipated;
- 19** To express your concerns or complaints to the Institution's management, through the Ombudsman Service, and receive relevant information and clarifications, per its rules and regulations;
- 20** To have respectful and compassionate assistance at the end of your life, be treated with dignity and respect after your death, and not have any organ or tissue removed from your body without your prior authorization, that of your family or legal guardian.

