



**RIGHTS AND DUTIES
OF PATIENTS AND
FAMILY MEMBERS**

Rights of Patients and Family Members

- 1.** Receive dignified, attentive and respectful care, without any prejudice or discrimination;
- 2.** Be identified by full name and date of birth and addressed by their registered name or social name, as they prefer, and not in a generic manner, or by the name of their disease, number, code, or any other disrespectful or prejudiced way;
- 3.** Be able to identify through the badge with photo, name and department to which it belongs;
- 4.** Receive information about the institution's rules for the protection of your personal belongings;
- 5.** They have the right to receive clear, simple and understandable information from the team that assists them, adapted to their cultural condition, regarding their diagnosis, therapeutic options and risks involved;
- 6.** Receive information about medications administered to you, as well as the origin of blood and blood products before receiving them;
- 7.** Receive appropriate hospital treatment to control and minimize physical pain; in accordance with 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 it is not life-threatening. In case of impossibility of expressing your will, consent must be given, in writing, by your family members or guardians;
- 9.** Have access to your medical record in accordance with current legislation and in accordance with the rules of the institution. The medical record must include a set of documents and standardized information about the patient's history, principles and evolution of the disease, therapeutic procedures and other clinical notes;
- 10.** Have safeguarded the confidentiality of any and all information, by maintaining professional secrecy, as long as it does not pose a risk to third parties or public health;
- 11.** Receiving or refusing psychological and religious assistance;
- 12.** Have their spiritual and religious beliefs respected, as well as their ethical and cultural values;
- 13.** Having your safety, individuality, privacy, physical, mental and moral integrity guaranteed. Therefore, the patient has the right to maintain their privacy, with care in an appropriate place and professional conduct that safeguards this privacy;

- 14.** Have assured, in the case of children and adolescents, disabled or elderly individuals, their rights in accordance with current legislation and the Institution's policy;
- 15.** Be entitled to a companion of your choice during the entire period of hospitalization, in accordance with the rules of the Institution;
- 16.** Be encouraged to participate in all decisions about your care, having the guarantee that the team that assists you will provide information and clarifications about doubts, care and treatment results, as well as unforeseen results;
- 17.** Being able to appoint a family member or guardian to make decisions regarding diagnostic or therapeutic procedures, including with regard to treatments, care and procedures and resuscitation measures or other life-sustaining treatments, applicable to people over 18 years of age or legally emancipated;
- 18.** Express your concerns or complaints to the Institution's management, through the Ombudsman Service and receive relevant information and clarifications, in accordance with its rules and regulations. Telephone 3245-5461, from Monday to Thursday, from 7:30 am to 5:30 pm and Friday from 7:30 am to 4:30 pm, or via the website www.hospitalhsi.com.br;

19. Request a second opinion regarding your diagnosis or treatment and, if you wish, replace the doctor responsible for your care, according to the Institution's policy;

20. Have respectful and compassionate care at the end of your life and be treated with dignity and respect after your death and not have any organ or tissue removed from your body without your prior authorization from your family or legal guardian.

RESPONSIBILITIES AND DUTIES OF PATIENTS AND FAMILY MEMBERS

- 1.** Provide complete and accurate information about their health history, previous illnesses, use of medications or substances that cause drug dependence, past medical procedures and other problems related to their health.
- 2.** Follow the instructions recommended by the multidisciplinary team who is assisting the patient, being responsible for the consequences of their refusal.
- 3.** Know and respect the rules and regulations of the Hospital.
- 4.** Take care and be responsible for the institution's facilities and assets placed at their disposal.
- 5.** 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, amount and behavior of visitors.
- 6.** Be responsible for any and all expenses incurred during hospitalization and/or outpatient care or appoint the legal and financial responsible person for their hospital treatment, informing the Hospital of any changes in such appointment.

- 7.** Respect the prohibition of smoking, extending it to their companions and visitors, in accordance with current legislation.
- 8.** In the case of children, adolescents and adults considered incapable, the responsibilities listed above must be exercised by their duly authorized legally responsible person.

At the time of hospital admission, the patient and/or their responsible family member are offered a guide with information about the hospital's services and operation, which contains the complete list of Rights and Responsibilities. Such list can also be easily accessed on information boards distributed in visible places, both for employees and for patients and family members.

When any right is affected or any responsibility is not fulfilled, the Hospital leader will seek to ensure its suitability as the representative of the institution. Ultimately, both patients and family members, as well as the institution itself, have the help of the Ombudsman, which will interface between both.



Hospital Santa Isabel

(11) 3245-5000

Rua Dona Veridiana, 311
Higienópolis | São Paulo - SP