

CHARTER OF THE RIGHTS AND DUTIES OF PATIENTS

RIGHTS

1. Right to care without discrimination

All patients have the right to care, regardless of their sexual orientation, or their political and religious choices, which must be respected.

The patient should be provided the spiritual support required by him or by those who legitimately represent him, according to his convictions.

Support from family and friends should be facilitated and encouraged.

2. Right to receive comprehensive care appropriate to their state of health

Patients at the clinic are entitled to quality care required by their clinical condition, within the limits available.

Standards of care are defined by the attending physician.

3. The right to dignity and an appropriate attitude on the part of professionals

Patients have the right to respect for their dignity and a positive disposition on the part of health professionals who show courtesy, patience and empathy; and must be attended by clearly identified professionals.

4. Right to privacy in the provision of all clinical acts.

The clinic promotes strict respect of the patient's right to privacy, which means that any information regarding the diagnosis or therapeutic plan can only be made within the doctor's office in the presence of the patient and / or his / her caregiver.

5. Right to privacy and protection of privacy

The patient has the right to secrecy in relation to facts of his private and family life and any other that the professional of the clinic has knowledge in the exercise of his functions.

All information regarding the patient's health status - clinical situation, diagnosis, treatment and personal data - is confidential and can not be disclosed without the express consent of the patient.

6. Right to protection of personal and sensitive data

The patient has the right to security and privacy of personal and sensitive data, in accordance with the LGPD- General Data Protection Law 13.709/2018.

7. Right to multidisciplinary assistance

Right to receive instructions recommended by the multiprofessional team that assists you.

8. Right to free choice of professionals

Patients and / or companions have the right to freedom of choice by any professional during all phases of care at the institution

9. Right to second opinion

The patient has the right to get a second opinion about his or her health status.

10. Right to decision-making

The patient has the right in the decision making process.

The doctor in charge should ask the patient, who is still in his/her decision-making capacity, to define the person responsible to make his / her decisions in case of incapacity.

The patient has the right to refuse the proposed treatment, upon signature in the Term of Refusal of Treatment.

11. Right of access to medical records

The patient has the right to request information and / or a copy of his medical record.

12. Right to make suggestions, complaints and claims

Through the channels made available by the clinic, patients have the right to make suggestions, complaints or compliments about the organization and operation of the clinic. And to have your complaints answered and answered according to the flow of the institution.

13. Rights of Oncologic Patients

Oncology patients have the right to the Free Pass, PIS withdrawal, FGTS withdrawal, Assistance to the Elderly and Disabled, Discharge of the Financing of the Own House, Exemption of IPVA for adapted vehicles, Retirement for Disability, Sickness Aid, Tax Exemption (Consult).

14. Living Will

Patients have the right to declare their will regarding the treatment and procedures they wish or not to undergo. It is recommended to consult your doctor and a lawyer you trust.

DUTIES

- 1.** Duty to abstain from attitudes, behaviors and habits that endanger their own health or that of others
- 2.** Duty to collaborate and respect the clinic professionals, respecting the recommendations that are made and providing all the information necessary to obtain a correct diagnosis and an appropriate treatment
- 3.** Duty to respect the rules of operation of the institution, in particular by honoring the appointments and informing, as soon as possible, if unable to attend.
- 4.** Duty to respect the rights of other patients
- 5.** Duty to use facilities and equipment in an appropriate and responsible manner.
- 6.** Duty not to ask or pressure health professionals to provide documents and information that do not correspond to the reality of the facts.
- 7.** Duty to indicate the person responsible for the payment of the treatment, informing the clinic if there are changes. Be responsible for any and all expenses incurred during treatment, in situations of conflict with your Health Plan.

In case of any doubt talk to your physician

