



Patients Rights & Responsibilities

RIGHTS



1. To be assisted in a respectful, helpful and dignifying manner by all employees, without distinction of race, religion, age, gender, diagnose or any other type of prejudice.
2. To be assured of his privacy, individuality and physical integrity at all times during the assistance.
3. Be indentified by full name and birth date. Shall not be referred to by the disease name or its severity nor any improper, disrespectful or prejudicial manner.
4. Receive timely, by a present employee, all the help needed to improve his comfort.
5. Being able to identify the people responsible for his care, direct or indirectly, by uniform and name tags that shall be visible and must present name, picture and role.
6. Demand that the hospital obeys all the prevention and hospital infection control regulations according to the government regulations of Hospital Infections Control.
7. Have access to clear, simple and comprehensive information, adapted to their personal conditions towards the following activities of the hospital team: diagnostic and therapeutic actions; what may accrue from those; the treatment duration; the location of his pathology; the existing need of anesthesia; the instruments that shall be used; and which part of his body will be affected by the procedure.
8. Have his treatment or diagnose clarified: if it is experimental or part of a research; if the benefits to obtain are proportional to the risks; if there is a chance to alter the conditions of pain, suffering and development of his pathology; the knowledge if it shall be consented or refused to be submitted to experiments or research by any kind of documents to be signed by any family member or equivalent reliable person.
9. Consent or refuse in a free, voluntary and clarified manner any kind of offered procedures and to search for a second opinion about the diagnose of the presented treatment.

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10. Replace the responsible doctor for his assistance at any time and convenience.
11. Request all information about the prescribed medication as well as the full access of their charts as per the law.
12. Receive the prescriptions with the substance name in a clear and understandable writing, those should be signed and stamped with the number of the respective regional council.
13. To know the provenance of the blood and its derivatives for transfusion as well as the evidence of serology and its validity.
14. Have access to the detailed hospital bills, referring to the treatment, including exams, medication and medical procedures as well as the price table of the services offered by the hospital according to the patients bonding towards a health-insurance plan or private.
15. Being guarded their secrets through maintenance of professional secrecy, as long as it does not bring hazard to any third party or public health.
16. Receive visits of friends and family in hours that do not compromise the professional activities taking place and according to Hospital regulation.
17. Have full time company, when dealing with a child or adolescent patient, a parent or equivalent responsible during treatment in inpatients, this authorized person must be aware of the professional staff and recorded in the chart, as well as those with disability regardless of age, physical or emotional dependents shall be entitled to the active participation of their parents or guardians during the diagnosis, treatment and prognosis of their disease, receiving information about the procedures that will be submitted.
18. Be assured, when it comes to seniors, all rights according to the Statute of the Elderly, especially the permanence, in case of hospitalization and/or observation, escort full time, except when there is any medical determination stating otherwise.
19. Have respected their religious and spiritual beliefs and to receive or refuse moral, psychological, social and religious assistance.
20. Have dignity and respect even after death, having no

organ or tissue extracted from their body without consent, or their relatives or legal guardian, who must be advised immediately after death.

21. To be informed about all the rights mentioned above, on the rules and regulations of the hospital and how to communicate with the authorities and leaders of the Hospital to obtain information, clarify doubts and place complains.

22. Be reported that he and/or his guardian shall authorize, in advance, except in emergency situations, performing diagnostics or therapeutic procedures not covered by the health insurance plan.

RESPONSABILITIES

1. Give complete and accurate, both him and his legal guardian, on the health history, previous medical procedures and other health related issues.
2. Report unexpected changes in their current health status to the professionals responsible for their treatment.
3. To demonstrate understanding of the actions that are being made or proposals to cure the damages to their health, prevention of complications in their rehabilitation and the promotion of their health, asking questions whenever there are any doubts.
4. Follow the instructions recommended by the multidisciplinary team, being responsible for the consequence of the refusal.
5. Appoint a financial responsible for his hospital treatment, informing the Hospital in case of any changes in this statement.
6. Know and respect the rules and regulations of the Hospital through the Guidance Manual.
7. Respect the rights of other patients, caregivers, employees and service providers of the Hospital.
8. Regard the Hospital properties placed at your disposal for

your comfort and treatment, request your visitors to do the same.

9. Participate in their treatment and discharge plan or assign someone to do so.

10. Meet and respect the ban on smoking on the premises of the hospital, extended to their companions, according to current law.

11. Conserve and care for the equipment and other properties of the Hospital placed at their disposal.

12. Designate the doctor responsible for their treatment in the hospitalization period.

13. Honor their financial commitment to the Hospital settling, or making it settled by assigned responsible person, the hospital care regarding both hospital bills as the fees of attending doctors.

14. Provide all necessary documents for service approval of their treatment by the provider (health insurance), delivering authorization, or communicating their refusal to the Hospital.

Legal References

Código Civil Brasileiro
(Lei 10.406, de 10/01/2002)

Código de Defesa ao Consumidor
(Lei 8.078, de 11/09/1990)

Estatuto do Idoso
(Lei 10.741, de 01/10/2003)

Estatuto da Criança e do Adolescente
(Lei 8.069, de 13/07/1990)

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