

# Rights and responsibilities of patients, family members and accompanying people




**Hospital  
Santa Catarina**


Associação Congregação de  
Santa Catarina

Solid and safe relationship is ensured by transparent and effective communication. Find below your rights and responsibilities during your stay in our organization.

### Rights of patients, family members and accompanying people

- All people are entitled to worthy, considerate and respectful care by all healthcare professionals, without prejudice of race, color, age, gender, diagnosis or any another form of discrimination.
- To be identified by name and last name. The person should not be called by bed number, name of disease, health affection, generically or by any inappropriate, disrespectful or discriminatory fashion.
- To receive immediate and timely care from healthcare professionals to ensure comfort and wellbeing.
- To identify the attending professional by the badge that includes name, photo, role or job.
- To require that all used materials be strictly processed and handled according to the hygiene and infection prevention rules, dictated by the competent authorities and included in the Hospital Infection Control Program of the Ministry of Health.
- To have access to clear, simple, understandable information, adapted to his cultural status, about diagnostic and therapeutic actions, what may result from them, duration of treatment, site of pathology, need for anesthesia, instruments to be used, and which body regions will be affected by the procedure.
- The patient is entitled to consent to or refuse any diagnostic or therapeutic procedure proposed to him. The patient is asked to provide free, voluntary and informed consent after receiving the necessary information. If there are significant changes to the health status or to the reasons for giving consent, it should be renewed. In confirmed cases of incapacity to provide conscious consent, the patient shall be legally represented.
- To have a legible medical record and access it, according to the rules defined by the organization. The medical record should contain a set of standardized documents including patient history, onset and progression of the disease, clinical reasoning, tests, therapeutic management, further reports and clinical progress notes.

- Physical, psychological and moral safety and integrity, limited to the conditions of the facility.
  - The patient is entitled to have his secrets safeguarded through professional confidentiality, unless it may put at risk third parties or the public health.
  - The patient is entitled to have privacy by being treated in a reserved area and ensuring that the professional also respects the privacy.
  - To request second medical opinion concerning diagnosis and treatment and, if wanted, replacement of the attending physician.
  - To receive or refuse moral, psychological, social or religious support.
  - To have the diagnosis and treatment written down in clear and legible format, signed by the healthcare professional who provided the care, including the respective board number.
  - The patient is entitled to access any diagnostic or therapeutic procedure available in the organization, provided that indicated by the attending physician.
  - The patient has the right to receive treatment to minimize pain when there are means to do it.
  - To have access to any and all information about the medications that will be administered.
  - To receive the prescriptions with the generic name of the medication and not codes. Prescriptions should be typed or legibly handwritten, signed and stamped with the physician's name and respective board number.
  - To be informed about the origin of blood and blood products for transfusion, confirming the serology panel and their expiration dates.
  - To access the bills referring to treatment, tests, medication, hospital stay and other medical procedures.
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- The patient is entitled to receive visits from family and friends at times that do not impact care and professional practice, according to the rules and regulations of the organization.
  - Adolescent patients, aged 12 to 18, provided that there is confirmation of understanding their problems and independence, are entitled to be seen without an accompanying person, if so wished by them, ensuring individuality and confidentiality of their reports. In situations of risk or in view of high complexity procedures, the participation and consent of the parents or responsible people will be required.
  - A child or adolescent patient is entitled to have a full-time accompanying person, such as the parents or responsible people. Such accompanying people are required in the pediatric inpatient unit and of free choice in the pediatric ICU.
  - Elderly people, over the age of 60, will have preferential care, respecting situations of urgency/ emergency. They are entitled to an accompanying person, except in cases in which the attending physician does not recommend this practice, justified in writing.
  - Patients are entitled to respectful and serene death, counting on technically appropriate and humanized structure.
  - Patients have the right to be treated with dignity and respect, even after death. Family members should be immediately informed after patient's death by the professional responsible for the admission.
  - The patient shall not have organs removed from his body without previous express authorization of the patient or responsible person, in case of confirmed incapacity.
  - The patient has the right to express his inputs about care, which will be analyzed and solved, whenever possible.

## Responsibilities of patients, family members and accompanying people

- The patient is responsible for safeguarding his health. It means that he should recover fully and participate in promoting his own health and that of his community.
- It is forbidden to smoke, as determined by Decree 8.266 of May 31, 2014.
- The patient or legal responsible person should provide precise, complete and detailed information about his medical history, previous diseases, previous medical procedures and other health issues.
- To inform sudden changes to health status to those responsible for treatment.
- To show understanding of actions that are being proposed or executed to improve health, prevent complications or sequels, rehabilitate and promote health, asking questions whenever in doubt.
- To follow the instructions recommended by the multiprofessional team that assists the patient, being responsible for the consequences of refusing to do so.
- The patient should appoint someone to be held financially responsible for the hospital treatment, informing the organization about changes to this appointment.
- To get to know and respect the norms and regulations of the Hospital.
- To respect the rights of other patients, accompanying people, staff and service providers of the organization.
- To ask visitors and accompanying people to respect the rights of other patients, accompanying people, staff and service providers of the organization.
- The patient should be part of the treatment plan and hospital discharge or appoint someone to do it.

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