

Rights and Duties

Learn about the rights and duties of patients in the Emergency Room, Hospitalization, and Hospital Services in Brasil.

RIGHT TO A COMPANION FOR WOMEN – Law 14.737/2023

Every woman has the right to be accompanied by a person of her choice during care and hospitalization in health services. This right, guaranteed by Law 14.737/2023, aims to provide comfort, emotional support, and safety to patients.

Rights and Duties in the Emergency Room:

PATIENT RIGHTS

- Dignified, attentive, and respectful care from all health professionals, without prejudice based on race, creed, color, age, sex, diagnosis, or any other form of discrimination.
- Identification of the professional attending you by a badge filled out with their full name, department, and position.
- Clear, simple, and understandable information, adapted to your cultural condition, regarding diagnostic and therapeutic actions, possible outcomes, treatment duration, the location of your pathology, the need for anesthesia, the instruments to be used, and which body regions will be affected by the procedures.
- Having your medical record prepared legibly and consulting it according to the institution's established rules. This record must contain a standardized set of documents about the patient's history, onset and evolution of the disease, clinical reasoning, exams, therapeutic conduct, and other reports and clinical notes.
- Physical safety and integrity, limited to the institution's operational conditions and facilities.
- As a private patient, access to detailed bills for your exams and procedures. If through a health plan, access to detailed bills is authorized only for the health plan.
- Having your secrets protected through professional confidentiality, provided it does not pose risks to third parties or public health.
- Maintaining your privacy, with care in an appropriate place and professional conduct that ensures this privacy.
- Participation in research, investigation, or clinical trials, upon signing the Consent Form.
- Remaining with one (1) companion during the medical consultation; afterwards, the companion must wait in the reception area.
- Patients under 18 and over 60 years old have the right to one (1) companion throughout the care process.

SOURCE: STATE LAW 13.324/2005

PATIENT DUTIES

- The patient or legal guardian must provide precise, complete, and accurate information about their health history, previous illnesses, past medical procedures, and/or other health-related issues.
- Demonstrate understanding of the actions being performed or proposed for curing health issues, preventing complications or sequelae, rehabilitation, and health promotion, asking questions whenever in doubt.
- Follow the instructions recommended by the multidisciplinary team assisting them, being responsible for the consequences of any refusal.
- Respect the rights of other patients, companions, staff, and service providers of the institution.
- Take care of—and request that your companion also takes care of—the hospital property made available for your comfort and treatment.
- Comply with the internal rule of wearing your identification bracelet, which must contain your full name and legible date of birth.
- Patient and companion must respect the rule of NOT SMOKING in the hospital environment and nearby areas.
- Patient and companion must comply with the internal rule of NOT using images (photos and videos) that may disclose, show, or expose the institution or its brand—these actions must be authorized only by the Communication and Marketing department.
- The companion must comply with the internal rule of keeping their identification visible.
- The hospital is not responsible for the belongings of patients and companions, except in specific cases for items left in the care of the hospital.
- At the end of care, proceed to Hospital Discharge to obtain your release and receive information about exams performed in the Emergency Room.
- Patients under 18 can only be discharged in the presence of a legal guardian.
- For children, adolescents, or adults deemed incapable, the related rights and duties must be exercised by their legal guardian.

SOURCE: STATE LAW 13.324/2005

Rights and Duties in Hospitalization:

PATIENT RIGHTS

- Dignified, attentive, and respectful care from all health professionals, without prejudice based on race, creed, color, age, sex, diagnosis, or any other form of discrimination.
- Identification of the professional attending you by a badge filled out with their full name, department, and position.
- Clear, simple, and understandable information, adapted to your cultural condition, regarding diagnostic and therapeutic actions, possible outcomes, treatment duration, the location of your pathology, the need for anesthesia, the instruments to be used, and which body regions will be affected by the procedures.
- To consent to or refuse procedures. The Informed Consent Form refers to the process of clarifying to the patient and/or legal guardian about the surgical procedure or diagnosis to which the patient will be subjected. This document must support the clarifications to the patient before performing procedures that may present undesirable effects or risks during or after their execution. This document must be signed by the patient and the attending physician to ensure that the necessary clarifications were provided before the procedure.
- Having your medical record prepared legibly and consulting it according to the institution's established rules. This record must contain a standardized set of documents about the patient's history, onset and evolution of the disease, clinical reasoning, exams, therapeutic conduct, and other reports and clinical notes.
- Physical safety and integrity, limited to the institution's operational conditions and facilities.
- When hospitalized as a private patient, the right to access detailed bills for your exams and procedures. If hospitalized through a health plan, access to detailed bills is authorized only for the health plan.
- Having your secrets protected through professional confidentiality, provided it does not pose risks to third parties or public health.
- Maintaining your privacy, with care in an appropriate place and professional conduct that ensures this privacy.
- Receiving or refusing moral, psychological, social, and religious assistance.
- Participation in research, investigation, or clinical trials, upon signing the Consent Form.
- Patients under therapeutic limitation and palliative care have the right to receive care that enables the best symptom control and quality of life, even if, for this, some internal rules need to be re-evaluated by the care team.

SOURCE: STATE LAW 13.324/2005

PATIENT DUTIES

- The patient or legal guardian must provide precise, complete, and accurate information about their health history, previous illnesses, past medical procedures, and/or other health-related issues.
- Inform the professionals responsible for your treatment about unexpected changes in your current health status.
- Demonstrate understanding of the actions being performed or proposed for curing health issues, preventing complications or sequelae, rehabilitation, and health promotion, asking questions whenever in doubt.
- Follow the instructions recommended by the multidisciplinary team assisting them, being responsible for the consequences of any refusal.
- Respect the rights of other patients, companions, staff, and service providers of the institution.
- Take care of—and request that your companions and visitors also take care of—the hospital property made available for your comfort and treatment.
- Inform the hospital of the legal guardian responsible for your hospital treatment.
- Know and respect the institution's rules and regulations, through the Patient and Companion Orientation Manual.
- Comply with the internal rule of wearing your identification bracelet, which must contain your full name and legible date of birth.
- The patient or legal guardian must participate in their treatment and hospital discharge plan.
- Patient, companion, and visitor must respect the rule of NOT SMOKING in the hospital environment and nearby areas.
- Patient, companion, and visitor must comply with the internal rule of NOT using images (photos and videos) that may disclose, show, or expose the institution or its brand—these actions must be authorized only by the Communication and Marketing department.
- Companion and visitor must comply with the internal rule of keeping their identification visible.
- Exercise vigilance over your belongings and be responsible for your personal items—it is recommended that such items be given to family members or trusted persons.
- The hospital is not responsible for the belongings of patients, companions, and visitors, except in specific cases for items left in the care of the hospital.
- At the end of care, proceed to Hospital Discharge to obtain your release and receive information about exams performed in the Emergency Room.
- For children, adolescents, or adults deemed incapable, the related rights and duties must be exercised by their legal guardian.

Rights and Duties in Services:

PATIENT RIGHTS

- Dignified, attentive, and respectful care from all health professionals, without prejudice based on race, creed, color, age, sex, diagnosis, or any other form of discrimination.
- Identification of the professional attending you by a badge filled out with their full name, department, and position.
- Clear, simple, and understandable information, adapted to your cultural condition, regarding diagnostic and therapeutic actions, possible outcomes, treatment duration, the location of your pathology, the need for anesthesia, the instruments to be used, and which body regions will be affected by the procedures.
- To consent to or refuse procedures. The Informed Consent Form refers to the process of clarifying to the patient and/or legal guardian about the surgical procedure or diagnosis to which the patient will be subjected. This document must support the clarifications to the patient before performing procedures that may present undesirable effects or risks during or after their execution. This document must be signed by the patient and the attending physician to ensure that the necessary clarifications were provided before the procedure.
- Having your medical record prepared legibly and consulting it according to the institution's established rules. This record must contain a standardized set of documents about the patient's history, onset and evolution of the disease, clinical reasoning, exams, therapeutic conduct, and other reports and clinical notes.
- Physical safety and integrity, limited to the institution's operational conditions and facilities.
- As a private patient, access to detailed bills for your exams and procedures. If through a health plan, access to detailed bills is authorized only for the health plan.
- Having your secrets protected through professional confidentiality, provided it does not pose risks to third parties or public health.
- Maintaining your privacy, with care in an appropriate place and professional conduct that ensures this privacy.
- Participation in research, investigation, or clinical trials, upon signing the Consent Form.

SOURCE: STATE LAW 13.324/2005

PATIENT DUTIES

- The patient or legal guardian must provide precise, complete, and accurate information about their health history, previous illnesses, past medical procedures, and/or other health-related issues.
- Inform the professionals responsible for your treatment about unexpected changes in your current health status.
- Demonstrate understanding of the actions being performed or proposed for curing health issues, preventing complications or sequelae, rehabilitation, and health promotion, asking questions whenever in doubt.
- Follow the instructions recommended by the multidisciplinary team assisting them, being responsible for the consequences of any refusal.
- Respect the rights of other patients, companions, staff, and service providers of the institution.
- Take care of—and request that your companion also takes care of—the hospital property made available for your comfort and treatment.
- The patient or legal guardian must participate in their treatment plan.
- Comply with the internal rule of wearing your identification bracelet, which must contain your full name and legible date of birth.
- Patient, companion, and visitor must respect the rule of NOT SMOKING in the hospital environment and nearby areas.
- Patient, companion, and visitor must comply with the internal rules of NOT BRINGING food and flowers, helping to prevent the spread of infections.
- Patient, companion, and visitor must comply with the internal rule of NOT using images (photos and videos) that may disclose, show, or expose the institution or its brand—these actions must be authorized only by the Communication and Marketing department.
- Companion and visitor must comply with the internal rule of keeping their identification visible.
- Exercise vigilance over your belongings and be responsible for your personal items—it is recommended that such items be given to family members or trusted persons.
- The hospital is not responsible for the belongings of patients, companions, and visitors, except in specific cases for items left in the care of the hospital.
- For children, adolescents, or adults deemed incapable, the related rights and duties must be exercised by their legal guardian.

SOURCE: STATE LAW 13.324/2005