

PATIENT RIGHTS AND RESPONSIBILITIES

Learn about the rights and responsibilities of patients across the healthcare services of Hospital Dona Helena.

RIGHT TO A COMPANION FOR WOMEN – Federal Law No. 14,737/2023

Every woman has the right to be accompanied by a person of her choosing during consultations, examinations, and inpatient admissions across all healthcare services. This right, guaranteed by Federal Law No. 14,737/2023, aims to provide comfort, emotional support, and clinical safety to patients.

PATIENT RIGHTS

Dignity and Non-Discrimination: Every patient has the right to be treated with respect and dignity, free from any form of discrimination based on race, creed, color, age, sex, disability, socioeconomic status, or diagnosis. You will always be addressed by your preferred name (including social name, upon request) and identified by an identification wristband containing your full name and date of birth.

Information and Autonomy: You have the right to receive clear, accurate, and comprehensible information regarding your diagnosis, diagnostic tests, treatment plans, clinical risks, benefits, and therapeutic alternatives, allowing you to participate actively in decisions regarding your care.

Informed Consent: No diagnostic or therapeutic procedure will be performed without your free, prior, and informed consent. You reserve the right to revoke this consent at any time without facing any institutional penalties, except in life-threatening emergencies where immediate medical intervention is required.

Privacy and Confidentiality: Your personal data and medical records are strictly protected under professional medical secrecy and the General Data Protection Law (LGPD). Your privacy is rigorously preserved during medical consultations, diagnostic examinations, clinical procedures, and hospital stays.

Medical Records / Electronic Health Records (EHR): You have the legal right to access your medical records and request amendments or corrections to any inaccurate information.

Chaperones and Companions:

- **Children and Adolescents:** Right to the full-time presence of parents or legal guardians, pursuant to the Child and Adolescent Statute (ECA).
- **Elderly Patients:** Right to a full-time companion, pursuant to the Elderly Statute.

- **Women:** Right to a companion of their choosing during all healthcare interactions, medical appointments, and hospitalizations (pursuant to Law No. 14,737/2023).
- **Other Patients:** Right to a companion during medical consultations and inpatient admissions.

Refusal of Care and Second Opinions: You have the right to refuse or discontinue medical treatments and seek a second medical opinion—either within or outside this hospital—at any stage of your care, without compromising the continuity of your essential healthcare services.

Designated Care Representative (Person of Reference): You have the right to freely designate a trusted representative to be formally recorded in your medical chart. This individual will be involved in your care and participate in clinical decisions. If you are fully capable of making decisions, you will determine the exact extent to which this representative is informed and involved in your treatment.

Palliative Care: Patients diagnosed with life-limiting or life-threatening illnesses have the right to receive comprehensive palliative care, including rigorous pain management, symptom control, and absolute respect for their advance healthcare directives (living wills).

Other rights include:

- Identifying all healthcare professionals responsible for your care via their institutional ID badges (showing full name, job title, and photograph);
- Receiving legible prescriptions clearly identifying the prescribing healthcare practitioner;
- Ensuring safe hospital transfers with the comprehensive handover of medical records and charts;
- Accessing an itemized statement of all treatment-related expenses and hospital fees;
- Filing grievances, complaints, or feedback, with the right to have your submissions formally reviewed and addressed by the hospital;
- Accepting or declining chaplaincy/religious services, psychological support, and social work assistance;
- Declining participation in clinical trials, research studies, or medical teaching programs, without any detriment to the quality of your care.

Data Subject Rights (LGPD)

Regarding your personal data, you may formally request the following from Hospital Dona Helena (HDH):

- Confirmation of data processing and access to your personal records;
- Correction of incomplete, inaccurate, or outdated data;
- Anonymization, blocking, or erasure of unnecessary or non-compliant data;
- Detailed information regarding data sharing practices with third-party entities;
- Revocation of consent previously granted for data processing.

Responsibilities of Patients, Families, and Visitors

To ensure the delivery of high-quality, safe clinical care, we kindly request that you:

- Provide comprehensive, accurate, and truthful information regarding your current health status, past medical history, medications, and allergies;
- Notify the multidisciplinary care team immediately of any changes in your physical condition or symptoms;
- Adhere to the prescribed clinical guidelines provided by the care team and ask questions whenever you have doubts;
- Review and comply with institutional policies and hospital regulations (available in the Patient and Companion Orientation Manual);
- Keep your patient identification wristband on at all times throughout your entire hospital stay;
- Respect the rights, privacy, and dignity of other patients, families, and healthcare professionals;
- Refrain from smoking anywhere within the hospital facilities, campus, or surrounding perimeters;
- Do not bring external food items or live flowers into clinical areas, as a strict infection control measure;
- Safeguard your personal belongings; Hospital Dona Helena assumes no liability for personal property not explicitly deposited into institutional custody;
- Ensure visitors and companions keep their identification badges clearly visible at all times and refrain from capturing photos or videos without prior authorization from the Communication and Marketing Department.

For pediatric patients, minors, or incapacitated adults, all rights and responsibilities detailed above shall be exercised by their legally designated representative.

SOURCE: FEDERAL LAW No. 15,378/2026