



Policy of Rights and Responsibilities

This is a guide to patients,
accompanying people and visitors
of Hospital Sírio-Libanês.



HOSPITAL
SÍRIO-LIBANÊS



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This is a summary of the Policy of Rights and Responsibilities.
The full document can be found at:



Sírio-Libanês Patient Rights and Responsibilities



Initial message:

At Sírio-Libanês, care goes beyond medical treatment. It is built on trust, transparency and mutual respect. For this reason, we gathered this guiding manual on rights and responsibilities to ensure the wellbeing and respect of everyone that comes to Sírio-Libanês.

This document applies to patients, accompanying people, visitors, staff, medical staff, volunteers, apprentices, interns, officers, directors, resident physicians, teachers and students.

Together we can create a safer, warm, participative and person-centered journey.



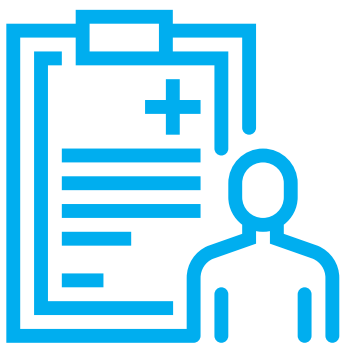
The rights

1. Dignity, respect and identification

- **Caring without prejudice:** You have the right to human-centered care, free from any prejudice or discrimination based on biological sex, sexual orientation, race, ethnicity, physical characteristics, spiritual or religious belief, physical health status, disability, neurodiversity, mental disorders, national or ethnical origin, education level, income, legal-criminal status or cultural specificities.
- **Social Name:** To be identified by your name of preference and not by codes or diseases' names.
- **Team identification:** To know how is caring for you through easy-to-read badges.
- **Privacy:** To have your physical and psychological intimacy protected during all care moments.

2. Privacy, confidentiality and data

- **Medical secrecy:** Your healthcare information and personal data are strictly confidential and protected by the General Law of Data Protection (LGPD), even after your death.
- **Sharing:** You decide who is going to have access to the information, including family members, except in cases of legal obligation.
- **Respect to privacy:** Your care should happen at a reserved place and you can refuse the presence of anyone not involved in your care.



3. Accompanying people and representation

- **Accompanying person of choice:** You have the right to have an accompanying person in medical visits and hospitalizations, except in case of medical restrictions due to safety and health reasons.
- **Legal representative:** To appoint someone to make decisions on your behalf or to receive medical information if you do not want or cannot do it.

4. Information, autonomy and decision

- **Clear information:** To receive simple explanations about diagnosis, risks, benefits, and alternative treatments before deciding anything.
- **Free consent:** To accept, refuse or give up procedures at any given time, provided that there is no immediate risk of death.
- **Second opinion:** You have the right to consult another healthcare professional or replace the person responsible for your treatment.
- **Active participation:** To have your wishes about the treatment respected by the family members and the team.

5. Research and experimental treatment

- If your treatment is part of a scientific research study, you have the right to receive all necessary information and to freely participate if you want to do so.

6. Medical record and clinical information

- Your medical record should be organized, readable and safe. You can request access or have a free copy at any time, with no need for justification.



7. Costs and organizational information

- You have the right to a clear detailed hospital bill (medication, fees, materials) and to access the hospital price list, in addition to orientations about the organizational rules.

8. Safety, care and quality

- **Safe care:** Agile care, in a clean space, delivered by qualified professionals and humanized pain control.
- **Continuity:** Receive education and clear instructions in writing at discharge.
- **Full support:** You have the right to receive or refuse moral, psychological, social and religious support to you and your family.
- **Active prevention:** You can question the team about safety practices, such as hand hygiene and medication doses.

9. Clinical practices

- **Blood transfusion:** You have the right to know about the origin and validity of the blood that will be transfused.
- **Tests:** There is no obligation to take tests for admission without consent.
- **Recordings:** You can record medical visits only when previously authorized by the healthcare professional.



10. Specific situations

- **Children and teenagers:** Presence of full-time accompanying people documented in the medical record, a right guaranteed by the Children and Adolescents Act.
- **Elderly people:** Presence of full-time accompanying person, a right guaranteed by the Elderly Act, except if there is any medical contraindication.
- **Mental Health:** Full protection as provided by the current legislation.
- **Women:** You have the right to have an accompanying person over the age of 18 years in all encounters. During invasive procedures or sedation, you have the right to have a female healthcare professional supervising the care or someone you trust, at no additional cost.

11. Post-life and donation

- To have dignified respectful treatment after death and access to clear information about organ and tissue donation.



The Responsibilities

As patient or accompanying person, you are also part of care.

1. Appropriate management and respect in the hospital environment

- **People-centered care:** Treat staff, patients and visitors with dignity, respect and empathy.
- **Hospital rules:** Follow the hospital rules, including no smoking (Anti-Smoking Policy), no alcoholic drinks or illegal drugs consumption, or excessive noise.
- **Carrying guns:** Respect the non-gun policy of the hospital.
- **Privacy and image:** Respect the privacy of other people and refrain from disclosing patient or staff images or data without authorization.

2. Communication with the healthcare team

- **Health history:** Share complete genuine information about the diseases, medications in use and allergies.
- **Medical instructions:** Ask questions to the team and take responsibility in case you decide not to follow the instructions.
- **Treatment interruption:** Inform the hospital if you decide to interrupt the treatment.



3. Participation in care and representation

- **Medications:** Use only the prescribed medications provided by the hospital during the hospitalization.
- **Representative:** Assign a family member or trusted person to be your legal responsible person to decide on your behalf, if necessary.

4. Documentation and finance

- **Release from the healthcare plan:** Present the documents necessary for the authorization of tests and treatments.
- **Financial commitment:** Make the due payments for the care received (hospital expenses and medical fees).
- **Future decisions:** Hand in a written copy of your Advanced Directives of Living, if applicable.

5. During hospital stay

- **Moving around:** Remain in the room or care area, leaving it only when authorized by the physician.
- **Personal belongings:** Take care of your personal belongings. The hospital shall not be held responsible for valuables stored in the rooms.

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**Patient Activation and
Education Committee**