

Patient Rights and Duties



SÍRIO-LIBANÊS

Hospital Sírio Libanês safeguards your health and wellbeing, acting with excellence and respecting your rights.

We believe that a safe, welcoming and caring environment is essential for everyone's wellbeing. This guide includes not only the patients under care at Sírio Libanês, but also their accompanying people and visitors, as provided by the **Code of Conduct of the organization**.

Violation of these rules will be seriously handled and may lead to restrictions to access the hospital.

In case of serious misconducts that are considered crime, misdemeanor or harm the physical, psychological, or moral integrity of others, the organization may resort to the applicable legal actions, in addition to internal disciplinary sanctions.

By acting together we can create a place that is free from violence, harassment and discrimination. **We count on you!**

If needed, please contact the Patient Relations Department by phone:

São Paulo

+55 (11) 3394-0222

Brasília

+55 (61) 2141-4000 (option 8)



Patient Rights

1. Be treated with dignity, respect dedication and human touch by all stakeholder* of the hospital, without prejudice or discrimination, respecting his/her individuality.

2. Be identified and treated by name and last name and not by codes, numbers, name of diseases or generic, disrespectful or discriminating addresses.

3. Identify the people responsible for their care, directly or indirectly, through the information and readable badges, worn on a visible site, including name, role and photo.

4. Have privacy, individuality and physical and psychological integrity ensured at all the time.

5. Ensure the right to confidentiality of information through the confidentiality agreement signed by the professionals who work in the organization; failure to do so will subject the professional to the applicable lawsuits.

6. Be assured that your Personal Data are processed in compliance with the General Data Protection Law, including transparency, accountability and security when using personal information.

7. During visits and hospital admission the patient has the right to have an accompanying person, if so desired.

8. Indicate a family member of legal responsible person to make decisions related to treatment on his/ her behalf in case the person is not capable of doing it.

9. Receive clear, objective and understandable information about: a) the disease or diagnostic hypothesis, procedures, diagnostic tests, medications, treatment, and their expected duration, in addition to the risks of not undergoing the proposed treatment; b) risks, benefits, inconvenient effects and alternatives for invasive diagnostic and therapeutic procedures to be performed; and c) voluntarily consent or refuse, after properly informed, to any proposed treatment.

10. Seek second opinions about the diagnosis or treatment and replace the attending physician at any time, when deemed appropriate.

11. Have a legible medical record containing personal identification, physical examination, complementary tests with the respective results, diagnostic hypothesis, definite diagnosis, performed procedures or treatment, daily progress notes and medical prescription, and clear identification of the professional providing care, in an organized fashion, according to the standardized hospital documents.

12. Request a copy, hold or access the medical record at any time, as provided by the legislation in place.

13. Have access to the hospital price list at any time, which will be made available at the cashier, and access the hospital bills related to treatment, which includes medications and materials used, hospital daily rates and all procedures the patient has undergone, described in details as the hospital statement of expenses.

14. In situations of physical pain or other distress symptoms, have such symptoms assessed and controlled according to the routines and procedures of the hospital, receiving analgesia and anesthesia for all clinically indicated situations, according to the available therapeutic possibilities.

15. Get to know the origin of blood and blood products before receiving them, checking origin, expiration date and tested serology, having the information documented in the medical record for later verification.

16. Have his/her spiritual and religious beliefs respected, receive or refuse moral, psychological, social or religious support, whose rights are extended to family members.

17. Be previously and expressly informed and be free to voluntarily consent or refuse to partially or fully experimental treatment or to be part in research protocols.

18. Be properly educated and trained, if necessary, to carry on treatment after discharge, receiving clear instructions and clarifications, in writing, to search for cure or rehabilitation, in addition to prevent complications.

19. At any time revoke or freely refuse, provided that properly aware of the risks, medical procedures, be them diagnostic, therapeutic or clinical, provided that there is no life-threatening conditions.

20. Interrupt undesirable treatments directed to prolong life, without quality, having his/her values, culture and individual rights respected, including choosing the place of death.

21. Comply with Law 434/97, which regulates the National Policy on Human Tissue, Organ or Body Parts Transplant, in addition to being treated with respect and dignity after death.

22. Patients and family members are entitled to be informed about the required procedures for donating organs and tissues.

23. Be informed about the rights, rules and regulations of the hospital, as well as the communication channels for obtaining information, clarifying doubts and submitting complaints.

24. If the patient does not wish to be informed about his/ her health status, a representative should be assigned to receive the said information.

25. It is forbidden to perform mandatory tests without the authorization of the patient or his/her representative as a required condition for hospital admission.

26. The patient may record the medical visit or clinical medical procedure, provided that the professional has previously consented and authorized it, in cases of difficulty to learn the necessary information to carry on with treatment.

27. If the patient is a child or adolescent, their rights should be respected as provided by the Bill of Rights of Child and Adolescent (Law no. 069, dated July 13, 1990), which includes full-time stay of one of the parents or the responsible person. The list of accompanying people to a patient underage will be attached to the medical record

28. If the patient is elderly, the rights should be respected as provided by the Bill of Rights of the Elderly (Law No. 741, dated October 1, 2003), especially having a full-time accompanying person in case of observation or hospital admission, except if otherwise indicated by medical orders.

29. If the patient has mental disorder, his/ her rights should be equally respected, as provided by Federal Law 10.216 dated April 6, 2001, and Resolution CREMESP No. 1.408, dated June 8, 1994.

30. If the patient is a woman, she is entitled to have a person over 18 years of age to accompany her during the time she remains in our facilities, as provided by Law 14.737 of 27 November, 2023. During the performance of invasive procedures and/or those under sedation/ anesthesia, the hospital will provide a female healthcare professional to accompany her, with no additional cost. If the patient refuses the professional appointed by the hospital, she may appoint someone of her preference, provided that with no additional cost to the hospital and being a healthcare professional (physician, dentist, nurse or nursing technician) who will have to comply with the instructions of the clinical team to ensure patient safety and minimize the risk of healthcare-associated infections.

** Employees from all levels, including the open medical staff, volunteers, young apprentices, interns, trainees, executive officers, members of the board, resident professionals, faculty, students, patients, accompanying people, visitors and any third party involved with Sirio-Libanês.*



Duties

The patient should follow the rules below when staying in the hospital:

1. Comply with the Code of Conduct of the organization (link at the end of this document).
2. Respect the right of all stakeholders * of the hospital, who should be treated with dignity, respect, dedication and human touch, without any form of prejudice, discrimination, violence or abuse, respecting their individuality. If necessary, use the communication channels available to exercise your right to make complaints.
3. The patient and/or legal representative should provide precise and complete information during consultations about the health history, previous diseases, complaints, disorders and previous hospitalizations, history of medications taken, drug use, allergic reactions and other health-related information.
4. During the hospital stay, the patient must take only the medications prescribed by the hospital. Continuous use medication should be prescribed by the attending physician.
5. Appoint a family member or legal responsible person to decide on his/ her behalf about the proposed treatment even if not incapable to decide on his/her own.
6. Be aware of all terms of admission of patients, according to the hospital documents.
7. Assign a physician responsible for the hospital stay.
8. Respect the prohibition to smoke, have alcoholic drinks and illegal drugs or make noise at the hospital, which is extensive to the accompanying people, as provided by the legislation in place and the Anti-Smoking Policy of the hospital.
9. Comply with all recommendations and instructions given by healthcare professionals during care, taking over responsibility for any consequences resulting from failure to do so.
10. Settle the financial commitment made with the hospital, paying or having the financial responsible person pay for the medical-hospital services, including the hospital bills and the attending physicians' fees.
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12. Respect the prohibition to carry knives or weapons inside the hospital. If the patient holds a license to carry guns, security should be informed, except for armed security services regulated by the exercise of the function.

13. Hospitalized patients must not leave the designated room, except if authorized by the attending physician and if related with the clinical medical care.

14. Respect the privacy of other patients staying in the hospital.

15. Do not disclose personal information of other patients, employees or service providers without their previous consent.

16. Leave personal belongings with people they trust (relatives, legal representatives, etc.), and hospital staff is forbidden to hold said belongings.

17. Do not film or take pictures without consent.

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Our Units

São Paulo



Hospital Sírio-Libanês
Rua Dona Adma Jafet, 115



Sírio-Libanês Itaim
Rua Joaquim Floriano, 533



Sírio-Libanês Jardins
Avenida Brasil, 915

Brasília



Hospital Sírio-Libanês
SGAS 613, s/nº, Lote 94



Centro de Oncologia - Asa Sul
SGAS 613/614, Conjunto E, Lote 95



Centro de Diagnósticos - Asa Sul
SGAS 613/614, Salas 17 a 24, Lote 99



Águas Claras
Rua Copaíba, 1, DF Century Plaza |
Torre B, 21º andar – Águas Claras



Medical Specialties
SGAS 613/614, 1st floor, Lot 99,
Centro Médico Vitrium, Building B

Patient Relations Department:

for clients and patients from all business units.

Phone: +55 (11) 3394-0222 - Monday to Friday,
from 8:00 am to 5:30 pm, except on bank holidays.



SÍRIO-LIBANÊS



**Comitê de Ativação e
Educação do Paciente**

hospitalsiriolibanes.org.br



Legal references:

• Código Civil Brasileiro (Brazilian Civil Code) Law nº 10.406, of 10/Jan/2002. Consumer Defense Code Law nº 8.078, of 11/Sept/1990. Bill of Right for the Elderly Law nº 10.741, of 01/Oct/2003. Bill of Rights of Children and Adolescent Law nº 8.069, of 13/Jul/1990. Law Against Guns Law nº 10.826, of 22/Dec/2003. National System of Drug Public Policy Law nº 11.343, of 23/Aug/2006. Federal Law No. 10.216, of 06/Apr/2001. • Federal Law No. 9.294, of 15/Jul/1996. Federal Law No. 13.709, of 14/Aug/2018 (General Personal Data Protection) • Code of conduct, available at the website www.hospitalsiriolibanes.org.br.