

Synthesis

The Rights and Responsibilities of Patients and their Relatives

- To be cared for in a dignified, attentive and respectful manner;
- To be identified and treated by their full name and SAME number, and not by pathology/diagnostic, generically, disrespectfully or with prejudice;
- To have their personal data kept and secret by way of professional confidentiality, provided this does not cause any risks to third parties or to public health;
- During appointments, admittances, diagnostic and therapeutic procedures and during the satisfaction of their physiological needs, to have their physical integrity, privacy, individuality, respect to ethical and cultural values preserved together with the confidentiality of all and any personal information and the safety of the procedure;
- To be able to identify those who are directly or indirectly responsible for providing assistance to them through visible badges containing the employee's full name, function and job position;
- To obtain clear, objective and comprehensible information about diagnostics, tests, therapeutic action and any others deemed to be necessary;
- After having obtained clear and adequate information, to be able to freely and voluntarily consent in or to refuse the diagnostic or therapeutic procedures.

Read the Rights of the Patient of Hospital Alemão Oswaldo Cruz in their entirety in the Rights Primer or access www.hospitalalemao.org.br