



HOSPITAL RIO GRANDE

PATIENT RIGHTS AND DUTIES POLICY

Version 1 - 2021



HOSPITAL RIO GRANDE

HOSPITAL RIO GRANDE - HRG

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Superintendent

LUIZ ROBERTO LEITE FONSECA – CREMERN 4132 – RQE 2998

General Director

ELABORATION:

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Ombudsman

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Coordinator of the Quality and Patient Safety Center

COLLABORATION:

ANNICK PETROVICH PEREIRA DE CARVALHO

Service Coordinator

NATAL/ RN

2021



HOSPITAL RIO GRANDE

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Approved by	Luiz Roberto Leite Fonseca – CREMERN 4132 – RQE 2998		

1. OBJECTIVE (S)

To define the rights and duties of patients and companions assisted at Hospital Rio Grande (HRG) based on the institutional policy and current legislation;

Make public to HRG employees the rights and duties of the patient cared for in the institution;

To ensure dignified access to patients under our care based on six principles of citizenship that ensure well-being, quality and excellence in health care.

2. FIELD OF APPLICATION

All sectors of the Hospital Rio Grande.

3. DUTIES AND RESPONSIBILITIES

3. 1 Board of Directors

To establish and enforce the Policy of Rights and Duties of the Patient;

To include information with adequate language in the means of communication to enable understanding by each and every person.

3. 2 Managers and Coordinators

Implement, make employees aware of, and enforce the Policy;

To subsidize the dissemination of this policy by inserting in their actions the guidelines concerning rights and duties.

3. 3 Collaborators

Know and execute the Patient Rights and Obligations Policy.

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4. POLICY DESCRIPTION

4.1 Rights

4.1.1 Be treated with dignity, respect and humanization by all employees, without prejudice or any form of discrimination.

4.1.2 Be identified by your name, last name and/or social name and not by codes, numbers or diagnosis during your care, respecting your individuality.

4.1.3 Identify the responsible team for your care by wearing an institutional uniform, as well as a name tag in a visible place with name, function and photo.

4.1.4 Receive clear and easy-to-understand information about:

- a) Examinations and diagnostic procedures;
- b) Diagnosis hypothesis or disease;
- c) Possibility of treatment, its duration, risks and benefits.

4.1.5 Consent or refuse, at any time, diagnostic or therapeutic procedures to be performed as part of the proposed treatment.

4.1.6 Be informed about the origin of the blood or blood components before transfusion, as well as the proof of the serologies performed and their validity.

4.1.7 Have their privacy and individuality respected, with care in an appropriate place and professional conduct that protects them.

4.1.8 Have, at full time, the presence of a companion during the treatment in hospitalization and outpatient care in the Emergency Room, if over 60 or under 18 and/or if a person with disabilities, except under specific conditions, according to medical evaluation.

4.1.9 Have their beliefs and values respected and to receive or refuse psychological, social and/or religious assistance.

4.1.10 Be heard, through a direct channel of communication (ombudsman), with complaints, criticism and/or praise being forwarded to the responsible sectors and, after investigation, receiving a reply.

4.1.11 Be guaranteed that your personal and sensitive data will be treated according to the General Law of Data Protection (Law 13.709 of August 14, 2018).

4.1.12 Have the confidentiality and professional secrecy of their information respected, provided that it does not entail risks to third parties or public health. Confidential information of the patient corresponds to everything that, even if unknown by the patient, the professional may have access to through the information obtained in the patient's medical record.

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4.1.13 Have your medical record prepared in a legible form containing standardized documents with information about your health history, beginning and evolution of the disease, complementary exams, therapeutic procedures and description of the procedures performed.

4.1.14 Express your preferences and needs in relation to health care, which must be registered in the medical record.

4.1.15 Have access to your medical record and results of exams performed and request a copy in accordance with institutional rules.

4.1.16 Appoint a legal representative or family member to make a decision, on your behalf, if you are unable to do so. Decision-making is understood to be those related to the type of diagnostic, therapeutic or care procedures for prolonging life.

4.1.17 Request a second medical opinion on the diagnosis and/or proposed treatment, as well as replace the attending physician at any time.

a) It is the doctor's right to waive the care of a patient, provided that there is no imminent risk of death and that he communicates such attitude in advance to the patient or his guardian, ensuring continuity of care and providing all necessary information to the doctor who to succeed.

4.1.18 Be informed in advance and voluntarily accept or refuse participation when the proposed treatment is experimental or part of research.

4.1.19 Receive the necessary guidance to follow your treatment after discharge.

3.1.20 Have access to your private expense accounts, as well as those that the health plan does not cover.

4.1.21 Be aware of the institution's policies and standards.

4.1.22 Receive clarifications on the documents and forms that are presented for signature, in order to allow for their understanding and understanding.

4.1.23 Receiving visits from relatives and friends at a time provided for in the institution's rules, except in the event that the patient expresses a contrary wish, or situations that pose risks to their safety, from other patients or hospital employees.

4.1.24 Receive adequate treatment to minimize pain when there are ways to relieve it.

4.1.25 Be treated with dignity and respect after your death and have no organ or tissue removed without permission from your family or legal representative. According to Law No.

9434 of February 4, 1997, which regulates the National Policy on Tissue, Organ and Human Body Parts Transplantation.

4.1.26 Have their rights fulfilled, if a person with disabilities, in the form of the Statute of the Person with Disabilities (Law No. 13.146, July 6, 2015).

4.1.27 Have their rights fulfilled, if they are children or adolescents, in accordance with the Statute of the Child and Adolescent (Law No. 8.069, July 13, 1990), which states on the integral protection of children and adolescents, considering a child to be a person up to 12 years of age and an adolescent to be a person between 12 and 18 years of age.

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4.1.28 Have your rights as an elderly person, according to the Statute of the Elderly (Law No. 10.741, October 1, 2003).

4.1.29 In the case of pregnant or parturient women

a) Appoint 01 (one) companion, male or female, over 18 years of age, for accompaniment during the entire period of labor, delivery and postpartum, in the cases of pregnant women;

b) Have the presence of a doula, whenever requested by the pregnant or parturient woman, during the entire period of labor, delivery, and immediate postpartum, in the terms and manner established by Law # 10.611 of 10/18/2019, of Rio Grande do Norte.

4.1.30 As a newborn, not be separated from its mother at birth, except when the newborn itself or its mother needs special care and receive exclusive breastfeeding, except when this represents a risk to the mother's or newborn's health.

4.1.31 Have guaranteed full and free care, without any onus or costs, if the patient is regulated by the Health Departments of the Municipality, State or the Ministry of Health, due to the agreements and contracts established between the Rio Grande Hospital and the Federal, State and Municipal entities.

4.2 Duties

4.2.1. Seek information in order to become aware of all the conditions of care at Rio Grande Hospital, especially the conditions for patient admission to this hospital.

4.2.2 Provide complete and accurate information about their health history, previous diseases, previous medical procedures and other problems related to their health, being responsible for the omission of any of this information.

4.2.3 Know and respect all the Institution's current regulations.

4.2.4 Have at hand the official documents with photo, necessary for the care, as well as to present them whenever requested.

4.2.5 Indicate the person financially responsible for their medical care and pay for their expenses resulting from diagnostic and/or therapeutic procedures, or any services provided by the institution.

4.2.6 In the event that you are receiving coverage from a paying source (health insurance plan, insurer or company):

a) Carry identification under the terms of the contract signed with the Health Plan, Insurance Company or Company;

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b) Provide all the necessary documentation to authorize the care before the Health Plan, Insurance Company or Company, as well as submit the authorization forms for procedures in his/her possession;

c) Know and inform the Hospital and your physician of the extent of the financial coverage of your Health Plan, Insurance Company or Company, as well as any possible restrictions;

d) Notify the Hospital and your physician of unexpected changes in the coverage of your Health Plan, Insurance Company or Company, as well as other restrictions;

e) Be responsible for any and all expenses incurred during hospitalization or outpatient care, through disallowances or situations of conflict with the Health Plan, Insurance Company or Company, undertaking to negotiate directly with them and releasing the Hospital from any responsibility.

4.2.7 Respect the rights of other patients and professionals of the institution, treating them in a civilized and courteous manner.

4.2.8 Watch over the institution's private property placed at your disposal, aiming at your comfort and that of the other patients during the period of care.

4.2.9 Do not smoke in the institution's premises, including public circulation areas, restaurants, staircases, bathrooms, internal courtyards, parking lots and any other covered or open places, including inside vehicles near the immediate entrances of the buildings.

4.2.10 The hospitalized patient may not leave the place where he/she is hospitalized, with exceptions authorized by the attending physician related to the continuity of medical care.

4.2.11 Accept medical, welfare or hospital discharge when the process or treatment is considered finished, by the professionals involved; when all the resources available in the Hospital to meet the patient and family needs have already been provided; or when the Hospital staff feels unable to meet the patient's expectations.

4.2.12 Seek to obtain all necessary clarifications for the understanding of the procedures and treatments performed and proposed; confirm the understanding on the procedures and treatments performed and proposed, informing if he/she understood all the received orientations, and question in case of doubts.

4.2.13 Follow the instructions recommended by the multidisciplinary team that assists you, being responsible for the consequences of their non-observance.

4.2.14 Take responsibility for refusal to perform procedures, or failure to comply with the guidelines provided by professionals.

4.2.15 Respect the prohibition to use and carry bladed weapons and firearms on the hospital premises. If the patient is in possession of a firearm, he/she must inform the security personnel of this, except for the regulated armed security service.

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4.2.16 Do not disclose personal information of other patients, employees and service providers of the hospital without their prior consent.

4.2.17 Leave your personal belongings with people you trust (relatives, legal guardian, etc.), and any hospital professional is forbidden to keep such belongings.

4.2.18 In case of children, adolescents or adults considered legally incapable, the patient's rights and duties listed above shall be exercised by their respective legal guardians.

5. REFERENCES

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6.HISTORY OF UPDATES AND REVISIONS

Version	Date	Elaboration	Approval	Description
1 - 2021	15/09/2021	Cristiane Fernandes das Neves Dayane Bezerra dos Santos – CRESS/RN 4748 Gabriella de Moraes Cardoso Ferreira – OAB/RN 6544 Maria Aline Gomes de Oliveira – COREN/RN 219.991-ENF Maria Solange Moreira de Lima – COREN/RN 467.986-ENF	Luiz Roberto Leite Fonseca – CREMERN 4132 – RQE 2998	Elaboration