

Policy on the Rights and Duties of Patients and Families at Hcor

Our purpose is to take care of people and strengthen health through:

- Excellent and humanized hospital care;
- Guarantee of safety and quality throughout the entire journey of care;
- Multidisciplinary involvement of the patient and family;
- Privacy, respect and person-centered care;
- Support for the patient from the moment they arrive until the moment of hospital discharge.



The rights of users of Hcor services are:

- I** - Receive dignified, attentive and respectful service, without any type of prejudice, being identified and treated by your name/social name and receiving all the measures necessary to ensure your life, as indicated by their doctor, freely chosen by them.
- II** - To have your physical integrity, privacy, individuality, respect for your ethical and cultural values, the safety and quality of healthcare and the confidentiality of any and all personal information assured throughout your care journey, as long as it does not pose a risk to third parties or public health.
- III** - Have identified the people directly responsible/and indirectly through their assistance, through visible and legible badges that contain their full name, function/position and the name of the institution.
- IV** - Receive clear, objective and understandable information about all services provided, including:
- a** - the diagnostic hypotheses, the diagnoses made, the requested exams, therapeutic actions, risks, benefits and inconveniences arising from the proposed treatment, the expected duration and the diagnostic and therapeutic alternatives available in the care service or in other services;
 - b** - guidance on your treatment after hospital discharge regarding rehabilitation, prevention and monitoring;
 - c** - your treatment after hospital discharge, receiving guidance on rehabilitation, prevention and monitoring.

V - Consent or refuse, freely and voluntarily, after clarifications and adequate information, diagnostic or therapeutic procedures, in accordance with institutional policy for obtaining the clarification, knowledge and informed consent form or refusal form.

VI - In end-of-life situations, refuse painful or extraordinary treatments and choose the place of death, through an express declaration of your will or that of your legal guardian, when you are unable to do so.

VII - Have access to your medical records in accordance with current legislation and institutional standards, containing: your history, onset and progression of the disease, clinical reasoning, examinations, therapeutic conduct and other reports and clinical notes, in a legible manner.

VIII - To be previously and explicitly informed when the proposed treatment is experimental or is part of research, having your questions clarified regarding the risk, benefits and assistance received if necessary.

IX - Receive visitors (relatives and friends) at scheduled times provided for in the hospital regulations.

X - Have a full-time companion, in case of child or adolescent, as provided for in legislation.

XI - Have a full-time companion, in the case of elderly people or people with disabilities, unless otherwise determined by a doctor, in accordance with applicable legislation.

XII - In the case of female patients, they must be accompanied during examinations, consultations and procedures by an adult, in accordance with Law No. 14,737/23.

XIII - Have access to detailed accounts relating to the expenses of your treatment, exams, medication, hospitalization and other medical procedures.



The duties of the Hcor user and their guardian are:

I - Provide complete and truthful information about your current health status, previous illnesses, previous medical procedures and other issues related to your health.

II - Make available, when requested, documents required for authorization of care/treatment (identification document, health insurance card, medical order, among others).

III - Keep the identification bracelet on throughout your service journey.

IV - Report, directly or through your companion, unexpected changes in your health condition to the professionals responsible for your treatment.

V - Respect the rights of other patients, companions, visitors and professionals of the institution, treating them with courtesy and respect, not tolerating insults, verbal or physical aggression, discrimination and prejudice against employees, other patients, companions and visitors, under penalty of civil and criminal liability.

VI - Comply with and respect the prohibition on filming, taking photographs or any other means of reproducing images or sound on hospital premises, without prior authorization from those involved.

VII - Follow the instructions recommended by the multidisciplinary team assisting you, participating, or indicating who can do so, in your treatment and hospital discharge plan, being responsible for the consequences of your refusal, recorded via institutional term.

VIII - Take care of and be responsible for the hospital's assets, requesting that visitors and companions do the same.

IX - Get to know, respect and comply with the rules and HCor regulations, such as the prohibition of smoking, alcoholic beverages, illicit drugs and noise in hospital facilities, in accordance with current legislation and extending to companions and visitors.

X - Do not carry any weapons on the Institution's premises, unless your right to carry them is proven.

XI - Honor your financial commitment to the hospital, paying or having paid the costs related to your medical-hospital care (hospital bill and medical fees), whether private bills or those not covered by the Health Insurance Company.