

# Claim your rights

To obtain timely, understandable information about your health condition.



To be treated with dignity, respecting your privacy.



To be called by your own name and be treated with courtesy.



To receive a quality and safe medical care, according to established protocols.



To be informed about your health costs.



Not to be filmed or photographed for publishing purposes without your consent.



Not to release your medical information to third parties not related with your care.



To accept or refuse any treatment and ask for voluntary discharge.



To receive visitors, company and spiritual assistance.



To request information or make a complaint about your health care.



To be included in scientific research studies only with your consent.



If applicable, to be provided with signs and facilitators in your mother language.



To expect from your health care providers to wear ID tags.



To record the birth of your child in your place of residence.



To receive a medical report from your doctor during your hospitalization.



# comply with your obligations

To provide to the hospital with accurate and complete information about your medical history, your identity and your address.



To be aware of and comply with internal regulations and to safeguard your medical information.



To take care of hospital facilities and equipment.



To be aware of opening hours and forms of payment.



To treat caregivers respectfully.



To be aware of complaint procedures.



ALL PATIENTS ARE ENTITLED TO CLAIM THEIR RIGHTS AT THE MEDICAL CENTER, HOSPITAL, CLINIC OR PRIVATE MEDICAL CENTER PROVIDING YOU WITH MEDICAL CARE. IF THE RESPONSE OF YOUR CLAIM IS NOT SATISFACTORY ANSWERED, YOU MAY FILE AN APPEAL AT THE OFFICE OF THE HEALTH SUPERINTENDENT'S OFFICE (Extract from Law No. 20.584 on Patient's Rights and Obligations).