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	PATIENTS RIGHTS AND DUTIES	Elaboration: 28/09/2022
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PATIENTS RIGHTS:

1. To always be treated with respect and dignity.
2. To receive human, attentive and respectful attendance, without prejudice by any professionals which work in the Clinic.
3. To be identified by name, surname, or social name. To not be identified by disease name, health problem, number, or code.
4. To have safety, physical, psychological, and moral integrity, privacy and individuality ensured.
5. To have the ethical, moral, and cultural values respected and image and identity preserved.
6. To have the Clinic regulation and standards knowledge.
7. To receive clarifications on the documents and forms that are presented to you to sign, to allow your understanding and understanding.
8. To be able to identify the professionals who act directly or indirectly in their assistance at the Clinic through name badge or apron.
9. To have a clear, objective, and understandable information about actions related to the anesthetic act, therapeutic actions, proposed treatments, risks, treatment alternatives, and prognoses at the appropriate time.
10. To have access to the doctors responsible for your anesthesia, even after discharge, to clarify any doubts.
11. To have the opportunity to clarify doubts about the anesthetic procedure to be submitted and possible complications and adverse effects that may occur and that are inherent to the technique.
12. To request a second opinion regarding your treatment or procedure and, if desired, replacement of the physician responsible for your care.
13. To consent or refuse, freely, voluntarily, and informed, after having received adequate information, anesthetic and therapeutic procedures to be performed therein. Revoke, as long as there is no risk of death, any consent that you have previously given, before carrying out the procedure, by free, conscious, and informed decision, without moral or legal sanctions being imposed.
14. To have your medical record prepared legibly, containing a set of standardized documents with information about your medical history, a description of the anesthetic procedures performed and other reports and notes relevant to the anesthetic act, being able to consult it any time, even after its filling, for the period stipulated by law.

Elaborated by: Dra. Fabia Basso	Reviewed by: Giceli Flores Carniel	Approved by: Dr. José Laurindo Sasso de Almeida
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15. To express your concerns and complaints to the Clinic's management, through Customer Service - SAC, and receive the pertinent information and clarifications, by its rules and regulations.

16. To protect the confidentiality of any personal secrets, under the maintenance of professional secrecy, as long as it does not pose a risk to third parties or public health.

17. To have access to detailed accounts referring to the expenses of your treatment when you are subject to the "private" regime.

18. To be accompanied, if desired, in the pre-anesthetic consultation by a person indicated by him.

19. To be able to appoint a family member or guardian to make decisions regarding diagnostic or therapeutic procedures, including treatments, care, and extraordinary procedures for prolonging life.

20. To receive appropriate treatment to minimize pain when there are ways to alleviate it.

21. Regarding personal data:

a) Confirmation and access: Upon request, the patient or potential patient may request the ANESTHESIOLOGY CLINIC to confirm the existence of treatment (collection, use, storage, etc.) of their personal data so that, if so, they can access them, including by means of requesting copies of the records that the CLINIC has;


b) Correction: The patient or potential patient may request the correction of their personal data if they are incomplete, inaccurate or out of date.;

c) Anonymization, blocking or deletion: Except in the cases in which the storage of personal information is necessary for the purposes of exercising the rights of CLÍNICA DE ANESTESIOLOGIA and judicial or administrative processes, as well as for the purposes of complying with legal or regulatory obligations, the patient or potential patient may request 1. A anonymization of your personal data, so that they can no longer be related to you and, therefore, are no longer considered as personal data for the purposes of the LGPD; 2. The blocking of your personal information, temporarily suspending the possibility of us using it for certain purposes; 3. The deletion of your personal data, in which case we must delete them without the possibility of reversal;

d) Portability: The patient or potential patient may request that we provide their personal data in a structured and inoperable format with a view to transferring it to a third party, provided that this transfer does not violate the intellectual property or business secret of CLÍNICA DE ANESTESIOLOGIA;

e) Information about sharing: The patient or prospective patient has the right to know which are the public and private entities with which we carry out shared use of your personal data. If the patient or prospective patient has questions or wants more details, they have the right to ask us for this information. Depending on the case, we may limit the information provided if its disclosure could violate the intellectual property or business secret of CLÍNICA DE ANESTESIOLOGIA;

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e) Information about the possibility of not consenting: The patient or potential patient has the right to receive clear and complete information about the possibility and consequences of not providing consent, when requested by CLINICA DE ANESTESIOLOGIA. Consent, where necessary, must be free and informed. Therefore, whenever we ask for your consent, you can withhold it – in these cases, it is possible that some services cannot be provided;


f) Revocation of consent: If the patient or potential patient has consented to any processing of their personal data, they can always choose to withdraw their consent. However, this will not affect the legality of any treatment carried out prior to the revocation. If you withdraw your consent, it is possible that CLÍNICA DE ANESTESIOLOGIA will be unable to provide certain services, in view of the need to use data to perform certain activities. In any case, this will also be informed to the patient when applicable;

g) Opposition: There are cases in which the law authorizes the processing of some personal information of the patient or potential patient, without the need for consent or contract. In these situations, personal data will only be processed based on legitimate purposes. If the patient does not agree with any purpose of processing personal data, he may object, requesting its interruption.

PATIENTS DUTIES:

1. Provide accurate and complete information on matters related to previous illnesses, past medical procedures, allergic reactions, ongoing medications, and other health-related issues.
2. Follow the instructions the professionals responsible for your anesthetic act provides.
3. Take responsibility when refusing to receive treatment or following guidelines from the care team.
4. Comply with Clinic regulations and preserve Clinic and ecosystem resources.
5. Respect the rights of other patients and Clinic professionals.
6. Notify unexpected changes in the current health status of the professionals responsible for your treatment and care related to the anesthetic act.

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7. Seek to obtain all the necessary clarifications to understand the procedures and treatments performed and proposed.
8. Know and respect the rules and regulations of the Clinic.
9. Respect the rights of other patients, employees, and service providers of the Clinic, treating them with civility and courtesy.
10. No smoking in the Clinic.

It is the right of the doctor to renounce the care of a patient, provided that there is no imminent risk of death and that he communicates this attitude in advance to the patient or his responsible, assuring him of the continuity of care and providing all the necessary information to the doctor who succeeds him.

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