



Rights and Duties

Of the users of the
Clínica Bíblica Hospital¹

¹ In accordance with the provisions of Law No. 8239 Rights and Duties of Users of Public and Private Health Services of April 2, 2002.

Rights:

- a) To receive clear, concise and timely information about their rights and duties, as well as the correct way to exercise them.
- b) To be informed of the name, last name, professional grade and position held by the health personnel providing care.
- c) To have the necessary information and, based on this information, to give or withhold authorization to receive a certain procedure or medical treatment.
- d) To receive, without any distinction whatsoever, a dignified treatment: Respect, consideration and kindness.
- e) To receive medical attention with due efficiency and diligence.
- f) To be attended immediately in emergency situations.
- g) To be attended punctually at the time scheduled in the appointment, except in justified situations of unforeseen circumstances or force majeure.
- h) To refuse to be examined or receive treatment, except in exceptional or emergency situations, provided for in other laws, in which the public health, the common good and the rights of third parties prevail. In case of refusal, there must be a written record.
- i) To sign the informed consent for surgery, anesthesia or other procedure and a commitment to comply. If the patient is unconscious, unable to express his/her will or is a minor, a legal representative must sign in his/her place..
- j) To accept or reject proposals to participate in clinical research studies.
- k) To have access to their clinical record and to be provided with a copy. They may authorize third parties when the relevant legal authorization is provided.
- l) To receive care in a clean, safe and comfortable environment.
- m) To have the confidentiality of the medical records and all information concerning their illness respected except when, by special law, notice must be given to the health authorities.
- n) To express freely and in writing the willingness to donate their organs for therapeutic purposes after their death.
- o) To file complaints when their rights have been violated.
- p) To make use of their personal belongings during hospitalization, subject to the rules of the Hospital and as long as the rights of other patients are not violated.
- q) To receive a statement of account detailing and explaining all expenses incurred in the patient's treatment.
- r) To receive visits from relatives or friends if they so desire, as long as their health condition allows it and within the established visiting hours.

Duties:

- a) To provide the most complete information possible regarding their health status, past illnesses, hospitalizations, medications or other conditions related to their health.
- b) To participate in treatment decisions and follow instructions regarding the medical care.
- c) To understand and comprehend what could happen to them if they refuse to follow health care instructions.
- d) To talk to their physician or other health care specialist if they want a change of physician, specialist or hospital.
- e) To ask questions to the physician or health specialist when they do not understand the information or indications.
- f) To show respect and consideration to the personnel who assist with their care.
- g) To follow internal regulations regarding smoking, noise and visiting rules.
- h) To understand that the health services patients receive must be paid for, they must be willing to follow the established payment process.
- i) To communicate, as soon as possible, any issues for the payment of the services received.

