



LETTER OF RIGHTS AND DUTIES DONORS AND PATIENTS



DONORS' RIGHTS:

- Respect and safeguard your physical and mental integrity, as well as the preservation of your intimacy and privacy;
- Receive accurate, understandable and complete information on all relevant aspects related to blood donation;
- Not be subject to discrimination;
- Confidentiality and protection of your personal data;
- Be aware of the name and position/function of the employee who will assist you;
- Agree or not with the donation through the Informed Consent Form;
- Exemption from the registration fee for public competitions, established by law 12,147/2015;
- If you are absent for one day, every 12 (twelve) months of work, in the case of duly proven voluntary blood donation;
- Priority service in accordance with Law No. 14,626, of July 19, 2023;
- Receive free serological test results and a donor card.

DUTIES OF DONORS:

- Be carrying an official document with photo for proper registration in the System;
- Minor donors must present the donation authorization form signed by their legal guardian and with a copy of the authorizer's identification document;
- Keep the donor's identification bracelet on your wrist throughout the donation process;
- Obey the donation flow, respecting each stage of the process;
- Answer the entire questionnaire applied in clinical screening honestly;
- Comply with the guidelines provided by the collection team, whether they are inherent at the time of donation or post-donation.

PATENTS' RIGHTS:

- Dignified, attentive and respectful care from all health professionals, without prejudice based on race, creed, color, age, sex, diagnosis or any other form of prejudice.
- To be identified by one's full name. One should not be called by the name of a disease, health problem or in a generic way or any other inappropriate, disrespectful or prejudiced way.
- To receive immediate and timely assistance from the appropriate employee present at the location to improve one's comfort and well-being.
- To identify the professional by a visible badge, which should be kept in an easily visible place.
- To be aware of the name and position/function of the employee who will assist one;
- To demand that the IHHS comply with all infection prevention and control standards, in accordance with the regulations of the competent bodies, contained in the Infection Control Program of the Ministry of Health.
- To have clear, simple and understandable information, adapted to one's cultural background, regarding diagnostic and therapeutic actions, and the duration of treatment.
- To consent or refuse therapeutic procedures to be performed as part of the treatment. You must consent freely, voluntarily, and with adequate information.
- Find your medical record correctly filled out and legible. This record must contain a set of standardized documents on the patient's history, onset and progression of the disease, clinical reasoning, exams, therapeutic conduct, and other reports and clinical notes.
- Receive all information about the medications that will be administered.
- Receive prescriptions without codes or abbreviations. Prescriptions must be typed, typed, or have legible handwriting, in addition to the signature and stamp with the registration number of the respective professional board.
- Be informed about the origin of the blood or blood products for transfusion, as well as proof of the serologies performed and their validity.
- Right to safety and physical integrity, respecting the established safety resources and procedures and the Institution's facilities.
- Have access to detailed bills regarding the expenses of your treatment, including exams, medication, hospitalization and other medical procedures, as well as the price list and services offered by the Institution.
- To have your secrets protected, through the maintenance of professional secrecy, as long as it does not pose risks to third parties or public health.
- To maintain your privacy/intimacy, with care in an appropriate place and professional conduct that protects this privacy.
- To have a companion who, in turn, does not compromise the activities of the professionals who work in the service, in accordance with the Institution's rules and regulations. In compliance with the Statute of the Elderly (Law No. 10,741, of October 2003), which in its Article 1 is intended to regulate the rights guaranteed to people aged 60 or over, the IHHS must provide adequate conditions for the full-time presence of a companion.
- To have your spiritual and religious beliefs respected and to receive or refuse moral, psychological, social and religious assistance.
- To ensure the preservation of their image and identity and respect for their ethical, moral and cultural values, regardless of their state of consciousness.
- To agree or not to the transfusion through the Free and Informed Consent Form.
- To be informed about all the rights mentioned above, about the rules and regulations of the institution and about how to communicate with the authorities and leaders of the IHHS to obtain information, clarify doubts, present and complain.

PATENTS' DUTIES:

- Bring your photo ID, medical prescription and authorized health insurance guide so that the transfusion or medication use can be scheduled.
- The patient and/or his/her legal guardian has the duty to provide accurate, complete and accurate information about his/her health history, previous illnesses, previous medical procedures and other problems related to his/her health.
- Inform the professionals responsible for his/her treatment of any unexpected changes in his/her current health status.
- Demonstrate understanding of the actions being taken or proposed to cure health problems, prevent complications or sequelae, rehabilitate him/her and promote his/her health, asking questions whenever in doubt.
- Follow the instructions recommended by the multidisciplinary team assisting him/her, being responsible for the consequences of his/her refusal.
- Indicate the person financially responsible for his/her treatment, informing the institution of any changes in this indication.
- Respect the rights of other patients, companions, employees and service providers of the institution.
- Take care of the institution's properties made available to you for your comfort and treatment, and ask that your companions do the same.
- Participate in your treatment and discharge plan or indicate someone who can do so.
- Comply with and respect the smoking ban on the institution's premises, which also applies to your companions, in accordance with current legislation.
- Be responsible for any and all expenses incurred during your outpatient care, through disallowance or conflict situations with your health plan, insurance company or company, committing to negotiate directly with them and exempting the institution from any responsibility.
- Respect the rights of other patients, employees and service providers of the institution, treating them with courtesy, contributing to controlling noise, number and behavior of your companion.

