



## Bill of Rights and Responsibilities for Users and Families of Physiotherapy Services

Dear Patients,

This letter aims to clarify your rights and responsibilities during physiotherapy treatment, fostering an environment of respect, ethics, care, and transparency.

Qualifisio prioritizes your health and well-being, acting with excellence while respecting your rights. To ensure transparency in our relationship, we have developed this manual of rights and responsibilities for patients.

When we refer to the patient, we include not only the Qualifisio patient under our care but also their accompanying person. Each professional in the institution works to guarantee your rights. You can count on them. The rights and responsibilities in this letter apply to patients receiving physiotherapy care from the Qualifisio team in various health care settings.

### Rights

1. To be treated with dignity, respect, dedication, and humanity by all staff members, without any form of prejudice or discrimination, while respecting individuality.
2. To be identified and addressed by your name or surname, not by codes, numbers, disease names, or any disrespectful or prejudicial terms.
3. To be warmly welcomed by the entire healthcare team and to have easy access to the institution's appointment scheduling system.
4. To receive comprehensive and coordinated care to ensure your physical, mental, and social well-being.
5. To receive safe assistance using adequately maintained materials and equipment, ensuring the validity of disposable products and proper cleaning and disinfection of equipment.
6. To be listened to attentively and empathetically; to participate in defining your treatment in collaboration with the healthcare team, agreeing on decisions regarding the management of your issues.
7. To identify the individuals responsible directly or indirectly for your care through clearly visible uniforms and badges, which must include name, role, and photo.
8. To have your privacy, physical integrity, and psychological integrity assured at all times during treatment.
9. To have the confidentiality of your information ensured by a confidentiality agreement signed by all professionals entering the institution, with legal liability for any breach.
10. To have the guarantee that your personal data is processed in accordance with the General Data Protection Law, ensuring transparency, accountability, and security in the use of your information.



11. To be accompanied by a person of your choice during consultations and hospitalizations, if desired, within the institution's current regulations.
12. To designate a family member or responsible person to make decisions on your behalf regarding treatment if you are unable to do so.
13. To receive clear, objective, and comprehensible information about: a) Your condition or functional diagnostic hypothesis, procedures to be performed, functional diagnostic exams, treatments and their expected duration, as well as the risks of not undergoing the proposed treatment. b) To consent to or refuse, freely, voluntarily, and with full understanding, any of the proposed procedures.
14. To have your medical record prepared legibly, containing your secure personal identification (full name and date of birth), physical examination, complementary exams with respective results, functional diagnostic hypotheses, definitive functional diagnosis, therapeutic planning, performed procedures or treatments, and progress with marked response indicators; clear identification of each care provider, including their registration number with the physiotherapy council. This information must be organized according to the institution's standardized documents.
15. To formally request a copy and/or access your medical record at any time, as provided by current legislation.
16. When applicable, to have access to the fee schedule for physiotherapy services at any time. This information will be available from the administrative team. Access to your detailed and transparent institutional expenses will always be a commitment.
17. In situations of physical pain or other symptoms causing suffering, to have them assessed and managed according to the institution's routines and procedures. If pain cannot be managed with available strategies and resources, to be referred to another specialty if necessary.
18. To have your spiritual and religious beliefs respected, receiving or refusing moral, psychological, social, or religious assistance; these rights extend to your family members.
19. To be considered in all your uniqueness, including ethnic-racial, linguistic-cultural, sexual orientation, and gender identity aspects.
20. To be informed in advance and explicitly, and to consent or refuse freely, voluntarily, and with full understanding when the proposed treatment is wholly or partially experimental, or part of research protocols.
21. To be properly oriented and trained, if necessary, on how to conduct your treatment after discharge, receiving clear, written instructions to continue your care and prevent complications.
22. To request the discontinuation of unwanted physiotherapy treatments aimed at prolonging life without quality, while respecting your values, culture, and individual rights.
23. To be informed about the institution's rights, regulations, and procedures, as well as the institutional communication channels for obtaining information, clarifying doubts, and filing complaints through a feedback system.
24. To have the right, if you wish, not to be informed about your health status, indicating a representative to receive information on your behalf.



25. If the patient is a child or adolescent, their rights under the Child and Adolescent Statute (Law No. 8,069 of July 13, 1990) must also be observed, including the presence of a parent or responsible person at all times during physiotherapy treatment. The list of the minor's companions will be attached to their medical record.
26. If the patient is elderly, all rights provided in the Elderly Statute (Law No. 10,741 of October 1, 2003) must also be observed, especially the presence of a companion during physiotherapy treatment in case of hospitalization (according to the institution's regulations), unless otherwise determined by a physician.
27. If the patient has mental disorders, their rights must also be observed in accordance with Federal Law No. 10,215 of April 6, 2001, and all other regulations governing the subject.
28. To have access to a feedback channel that allows you to register complaints, suggestions, and praise for Qualifisio physiotherapy assistance (via phone 3345-8230, Monday to Friday from 8:00 AM to 6:00 PM; or through the links provided

Hospital Santa Luzia

(<https://app.blueexperiencias.com.br/blue/questionario/129/322>);

Hospital Santa Helena

(<https://app.blueexperiencias.com.br/blue/questionario/129/323>);

Hospital DF Star

(<https://app.blueexperiencias.com.br/blue/questionario/129/324>);

Qualifisio Domiciliar

(<https://app.blueexperiencias.com.br/blue/questionario/131/328>);

Clínica Qualifisio

(<https://app.blueexperiencias.com.br/blue/questionario/130/325>);

Qualifisio Oncologia

(<https://app.blueexperiencias.com.br/blue/questionario/132/329>)

## Responsibilities

Patients have the following responsibilities during their time under physiotherapy care and within the institution:

1. To attend scheduled consultations and treatments punctually or to notify the unit at least 24 hours in advance, when possible, in case of cancellation (for outpatient and home consultations); for hospitalizations, to negotiate an appropriate time for both parties if unable to receive therapy during the physiotherapist's visit.
2. To respect the rights of other patients, employees, and service providers in the institution, treating them with courtesy, using available communication channels to express complaints cordially and politely.
3. The patient and/or their legal representative must provide accurate information regarding their identification during assessments, and details about their health history, previous illnesses, complaints, and prior hospitalizations, as well as allergic reactions and other health-related information to ensure effective therapeutic planning; incorrect information or omitted data may harm their health.
4. During physiotherapy treatment, the patient must use only materials provided by the institution (clinics and hospitals), and/or personal materials brought for the professional as prescribed by the family.



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5. To designate a family member or responsible person as their legal representative to make treatment decisions on their behalf, even if they are not yet unable to do so.
6. To respect the prohibition of smoking, alcohol consumption, illegal drugs, and noise within the institution, with these prohibitions extending to their companions, according to current legislation and the institution's anti-smoking policy.
7. To observe all recommendations and instructions given by the healthcare professionals providing care, taking responsibility for the consequences of not following such instructions.
8. When applicable, to honor their financial commitments to the institution, settling or ensuring the settlement of their account for the provided services.
9. To provide all necessary documents for authorization and approval of care and treatment by the health insurance or similar, delivering authorization forms, or communicating their refusal to the institution; understanding that non-compliance will result in private billing for the services provided; if necessary, to indicate a financial responsible party.
10. To respect the prohibition of carrying and using knives and firearms within the institution. If the patient possesses a firearm, they must disclose this, except to the regulated armed security service acting in the line of duty.
11. To respect the privacy of other patients receiving consultations and treatments, as well as those waiting in the waiting room, including other patients in the institution.
12. Not to disclose images or personal information of other patients, employees, and service providers of the institution without their prior consent.
13. If necessary, to leave personal belongings with trusted individuals (relatives, legal representatives, etc.), and no professional of this institution may hold such items.
14. To inform about sudden changes in their health status that may interfere with the provided assistance.
15. Not to manipulate any assistive equipment without the authorization of the team.
16. To take care of the institution's property and assets, striving to maintain the facilities and equipment available during treatment.

**Note:** For patients under the physiotherapeutic care of the Qualifisio team who are hospitalized in healthcare units, the rights and responsibilities of the hospital institution will apply.

Our communication channels: Phone 3345-8230 Email [qualifisio@gmail.com](mailto:qualifisio@gmail.com)

### **Qualifisio Team**