

RIGHTS AND DUTIES

OF GRUPO VITTA USERS

In this booklet, you will find your rights and duties during treatment, for safe, respectful, and transparent care!



USE THE AVAILABLE COMMUNICATION CHANNELS (INSTITUTIONAL PHONE/WHATSAPP, WEBSITE, INSTAGRAM, OR IN-PERSON SERVICE) FOR CLARIFICATIONS, QUESTIONS, COMPLAINTS, SUGGESTIONS, OR COMPLIMENTS.



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EVERY PATIENT TREATED BY THE VITTA GROUP HAS THE RIGHT TO:

RECEIVE HUMANE, RESPECTFUL CARE, FREE FROM ANY DISCRIMINATION.



BE WELCOMED IN AN EMPATHETIC AND SAFE MANNER, TAKING INTO ACCOUNT THEIR INDIVIDUAL NEEDS.

REQUEST YOUR MEDICAL RECORDS WITH CLEAR AND UNDERSTANDABLE INFORMATION ABOUT YOUR HEALTH CONDITION, CARE PLAN, DRESSINGS, AND PROCEDURES PERFORMED.



PARTICIPATE IN DECISIONS ABOUT TREATMENT, BEING ABLE TO ACCEPT OR REFUSE PROCEDURES AFTER RECEIVING ALL NECESSARY INFORMATION.



GUARANTEE OF SECRECY AND CONFIDENTIALITY OF YOUR PERSONAL AND CLINICAL DATA.



RECEIVE GUIDANCE ON THE PREVENTION OF COMPLICATIONS AND SELF-CARE, IN ACCORDANCE WITH YOUR CONDITIONS.

EVERY PATIENT TREATED BY THE VITTA GROUP HAS THE DUTY TO:

RESPECT HEALTHCARE PROFESSIONALS, OTHER PATIENTS, AND CLINIC EMPLOYEES.



PROVIDE TRUE AND COMPLETE INFORMATION ABOUT THEIR HEALTH STATUS AND CLINICAL HISTORY.

FOLLOW THE GUIDELINES PROVIDED BY THE TEAM REGARDING WOUND CARE AND FOLLOW-UP APPOINTMENTS.



BE PUNCTUAL FOR APPOINTMENTS AND NOTIFY THE CLINIC IN ADVANCE IF YOU ARE UNABLE TO ATTEND. TAKE CARE OF THE CLINIC'S FACILITIES AND EQUIPMENT.

TAKE CARE OF THE CLINIC'S FACILITIES AND MATERIALS, USING THEM IN A RESPONSIBLE MANNER.



MAKE GOOD USE OF THE CHANNELS OF COMMUNICATION, MAINTAINING RESPECT AND COURTEOUSNESS.

Grupo Vitta
saúde & Educação