

Charter of Rights and duties for Blood and Bone Marrow Donors of the State Network of Hemotherapy Services - Hemo Network



1. Rights of Blood and Bone Marrow Donors of the State Network of Hemotherapy Services - HEMO Network

- I. Receive humanized and respectful care from all professionals of the HEMO Network, without any distinction based on origin, race, sexual orientation, age, social status, economic status, or religion;
- II. Be addressed by their full name or social name, in accordance with their gender identity, without associations to registration numbers, pathologies, or improper and disrespectful forms of address;
- III. Receive committed care from the professionals of the HEMO Network, who will provide the best available resources in compliance with current legislation;
- IV. Receive clear and adequate information regarding the procedure to be performed, including explanations of its duration, risks, and benefits;
- V. Receive prompt care using appropriate technology, delivered by a qualified team under suitable conditions;
- VI. Identify the professionals involved in their care at the institution, either directly or indirectly, through a visible badge displaying a photograph, name, position, and/or function.
- VII. Have their consent recorded on the appropriate form and receive a copy for their records;
- VIII. Withdraw from their decision to proceed with the blood and bone marrow donation procedure at any time;
- IX. Receive comprehensive and specialized multidisciplinary assistance if any complications arise related to the blood donation process;
- X. Receive a free snack before and/or after the donation, containing high-energy components;
- XI. Receive informative materials in physical and/or electronic format about post-donation care, along with clarification from qualified professionals;
- XII. Receive the results of blood screening tests as stipulated by Consolidation Ordinance No. 5 of September 28, 2017, from the Ministry of Health, in an exclusive and confidential manner, with third-party access allowed only through a public notarized power of attorney;

- XIII. Be informed in the event of reactive serology results and be properly guided to seek specialized services for diagnostic tests and treatment if necessary;
- XIV. Have their data processed in accordance with Law No. 13.709/2018 (General Data Protection Law);
- XV. Evaluate the care received at the end of the procedure and provide feedback on improvement actions for the HEMO Network.

2. Duties of Blood and Bone Marrow Donors of the State Network of Hemotherapy Services - HEMO Network

- I. Provide personal data for registration, as required by Law No. 7,649/1988;
- II. Present an official document with a photograph, either in physical or digital format, for identification at each appointment;
- III. Comply with all instructions and recommendations provided by the healthcare professional assisting with the blood donation process;
- IV. Conduct the blood donation voluntarily, altruistically, and anonymously, without any intention of obtaining benefits;
- V. Treat the staff of the HEMO Network with respect and courtesy;
- VI. Provide a detailed health history that could potentially affect the recipient of their blood;
- VII. Accept the pre- and/or post-donation snack offered, following the healthcare professional's instructions to avoid complications related to the procedure;
- VIII. Immediately inform the attending professional of any discomfort during or after the procedure to ensure proper care for potential complications;
- IX. Immediately report to the HEMO Network any symptoms, such as headaches, diarrhea, fever, etc., within seven days after the blood donation.

3. . Rights of Patients of the State Network of Hemotherapy Services - HEMO Network

- I. Receive humanized and respectful care from all HEMO Network professionals, without any distinction of origin, race, sexual orientation, age, social, economic or religious condition;
- II. Be addressed by their full name or social name, in accordance with their gender identity, without associations to registration numbers, pathologies, or improper and disrespectful forms of address;
- III. Receive committed care from the professionals of the HEMO Network, who will provide the best available resources in compliance with current legislation;
- IV. Receive clear and adequate information regarding the procedure to be performed, including explanations of its duration, risks, and benefits;
- V. Receive prompt care using appropriate technology, delivered by a qualified team under suitable conditions;
- VI. Identify the professionals involved in their care at the institution, either directly or indirectly, through a visible badge displaying a photograph, name, position, and/or function.
- VII. Have their consent recorded on the appropriate form and receive a copy for their records;
- VIII. Withdraw from their decision to proceed with the procedure at any time;
- IX. Upon request, receive any information about the medications to be administered, allowing them to verify expiration dates before use;
- X. Receive comprehensive and specialized multidisciplinary assistance if any complications arise related to the procedure performed;
- XI. Receive the results of laboratory tests conducted by the HEMO Network in an exclusive and confidential manner,

- with third-party access allowed only through a public notarized power of attorney;
- XIV. Request a second opinion regarding the diagnosis or treatment and, if desired, the replacement of the physician responsible for their care;
 - XV. Be referred to other healthcare services for the continuation of their treatment at no cost;
 - XVI. Have their medical records prepared legibly, containing the standardized documents from the HEMO Network with all relevant information about their treatment, and the clear identification of each professional providing care. They must be able to consult these records at any time, even after archiving, according to the time frame defined by current legislation;
 - XVII. Receive typed or legibly written prescriptions, along with the signature and stamp showing the registration number of the respective Professional Council;
 - XVIII. Receive medications dispensed free of charge by the HEMO Network, in accordance with the Care Protocol defined by the Ministry of Health and/or the State Health Department of Goiás.
 - XIX. Be trained by the multidisciplinary team on the handling, storage, transportation, and administration of medications in case of home medical treatment;
 - XX. Be accompanied by a family member or responsible party in the case of minors, elderly persons, or those with incapacitating conditions;
 - XXI. Have their data processed in accordance with Law No. 13.709/2018 (General Data Protection Law);
 - XXII. Evaluate the care received at the end of the procedure and provide feedback on improvement actions for the HEMO Network.

4. Duties of Patients of the State Network of Hemotherapy Services - HEMO Network

- I. Provide personal data for registration, as required by Law No. 7,649/1988;
- II. Present an official document with a photograph, either in physical or digital format, along with the Health System Card and an updated proof of address, for identification at each appointment;
- III. Comply with all instructions and recommendations provided by the healthcare professionals assisting with their treatment;
- IV. Respect the rights of other patients, fostering good coexistence;
- V. Treat the staff of the HEMO Network with respect and courtesy;
- VI. Provide a detailed health history that could potentially affect their treatment;
- VII. Regularly attend follow-up consultations with the multidisciplinary team of the HEMO Network, according to established procedures;
- VIII. Immediately inform the attending professional of any discomfort during or after the procedure to ensure proper care for potential complications.

5. References

BRAZIL [Ministry of Health]. Consolidation Ordinance No. 5 of September 28, 2017, ANNEX IV OF BLOOD, COMPONENTS AND DERIVATIVES (Source: PRT MS/GM 158/2016). Brasília, DF: Ministry of Health, 2017. 856 p. Available at: <https://www.gov.br/saude/pt-br/composicao/sectics/pnpmf/orientacao-ao-prescritor/Publicacoes/portaria-de-consolidacao-no-5-de-28-de-setembro-de-2017.pdf/view>.

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