funzionali nutrologia

CLIENT RIGHTS · DATA PROTECTION

Bill of rights and duties of the client

At Funzionali, you are at the center of care. This bill summarizes what you can expect from us and what we ask of you so that your treatment succeeds.

Your rights

1 Respect
Dignified, attentive and respectful care, without discrimination based on origin, race, colour, sex, sexual orientation, gender identity, age, religion, disability, social or health condition.

2 Safe identification
To be identified by your full name and date of birth and, if you prefer, to be called by your social name.

3 Know who is caring for you
To know the name and role of everyone involved in your care, identified by a badge, and who your responsible physician is.

4 Clear information
To receive understandable explanations about diagnosis, tests, treatment alternatives, risks, benefits, expected duration and costs, and to have all your questions answered.

5 Decide about your care
To freely accept or refuse tests and treatments after being informed, and to change your mind. Your data and images are used for teaching or research only with your written consent.

6 Research and experimental treatment
To be told in advance if any proposal is experimental or part of research, and to refuse without any effect on your care.

7 Privacy and data protection
Confidentiality of your information and privacy during care. Under Brazilian data protection law (LGPD) you may know how your data are used, request access and correction, and read our Privacy Policy on the website.

8 Medical record
A complete and legible medical record, and a free copy within 15 days, without having to give a reason.

9 Prescriptions and reports
Legible prescriptions with the generic name of medicines and the professional's identification and signature (handwritten or electronic), and medical reports for continuity of care or a second opinion.

10 Companion
To be accompanied during the consultation by a person of your choice.

11 Priority and accessibility
People with disabilities, older people (60 or over), pregnant or breastfeeding women and people carrying small children have priority care and accessibility support.

12 Children and adolescents
Clients under 18 are seen with a parent or legal guardian present. Adolescents have the right to privacy and confidentiality, except when their health is at risk.

13 Fees and payment
To know fees and payment options in advance and to receive an invoice.

14 Complaints, suggestions and compliments
To express your opinion through the ombudsman channels and receive an answer on time, without any effect on your care.

Your duties

- ✓ **Give truthful information.** Tell us about symptoms, illnesses, hospital stays, allergies and all medicines, supplements and herbal products you use, and bring test results when asked.
- ✓ **Ask when in doubt.** Ask for clarification about any guidance you receive.
- ✓ **Own your choices.** Take responsibility for refusing recommended tests or treatments and for not following the guidance given.
- ✓ **Financial commitments.** Pay the agreed fees for consultations and procedures.
- ✓ **Confidentiality of copies.** Keep copies of your medical record and documents safe.
- ✓ **Keep your details up to date.** Show an identity document and tell us about changes in address, phone number and e-mail.
- ✓ **Take part in your treatment.** Follow the agreed plan and tell the team if you cannot follow it, wish to stop it or if your health changes.
- ✓ **Punctuality.** Arrive on time and cancel at least 24 hours in advance.
- ✓ **Respect and good conduct.** Treat staff and other clients with respect, do not photograph or film other people without permission, take care of the premises and do not smoke in the clinic (São Paulo State Law 13,541/2009).

How to exercise your rights

At the reception desk
Talk to our staff: they will guide you and forward your request.

Phone and WhatsApp
+55 (11) 3171-2843 · WhatsApp +55 (11) 96854-0119

Ombudsman
ouvidoria@funzionali.com or the form at www.funzionali.com/ouvidoria. We confirm receipt within 48 hours and reply within 7 days.

Copy of your medical record
At the reception desk or by e-mail to secretaria@funzionali.com.

If you are not satisfied with our answer, you may also contact the Regional Medical Council (Cremesp), Procon (consumer protection) or the National Data Protection Authority (ANPD).

This bill is available in Portuguese, English and Spanish, in large print and on our website. If you wish, our staff will read it with you.

Legal basis: São Paulo State Law 10,241/1999 (rights of health service users); Brazilian Code of Medical Ethics (CFM Resolution 2,217/2018); Consumer Protection Code (Law 8,078/1990); Statute of Children and Adolescents (Law 8,069/1990); Statute of Older Persons (Law 10,741/2003); Brazilian Inclusion Law (Law 13,146/2015); priority care (Law 10,048/2000); LGPD (Law 13,709/2018); medical records (Law 13,787/2018).