

Patient Rights

This document aims to clarify the rights of patients and other users of the services offered by Mendelics Genomic Analysis S.A. ("Mendelics"):

- Receive **dignified, considerate, respectful and humanized care and customer service**, without discrimination due to race, color, age, gender identity, ethnicity, nationality, religion, physical or mental disability, sexual orientation or opinion.
- Receive **preferential service** when 60 years old or over.
- Receive clear guidelines about the exam performed, in a simple, uncomplicated and comprehensible way.
- **Free consent.** The patient is able to authorize or refuse procedures in a free, voluntary and informed way, except in cases in which the patient's consent is indispensable for the provision of services by Mendelics.
- **Accessibility**, allowing access to the service without physical or communication barriers, thus offering preferential and appropriate treatment and ensuring access for people with disabilities to laboratory services.
- **Express** their complaints, needs and suggestions to the responsible sectors, through the appropriate channels provided by the laboratory, and receive subsequent clarification.
- **Secrecy and confidentiality** of all personal information.
- **Privacy** (read our [Privacy Policy](#) for more details).
- **Safety** and physical integrity, within what is reasonable in the laboratory's facilities.

More information in:

- Lei nº 10.241, de 17 de março de 1999 - Dispõe sobre os direitos dos usuários dos serviços e das ações de saúde no Estado (free translation "Law Nº 10,241, March 17, 1999 - Presents the rights of users of health services and actions in Brazil").
- Lei No 10.741, de 1º de outubro de 2003 - Dispõe sobre o Estatuto do Idoso e dá outras providências (free translation "Law Nº 10,741, October 1, 2003 - Presents the Elderly Statute and other provisions").
- Lei Nº 13.466, de 12 de julho de 2017 - Altera os arts. 3º, 15 e 71 da Lei nº 10.741, de 1º de outubro de 2003, que dispõe sobre o Estatuto do Idoso e dá outras providências.
(free translation "Law Nº 13,466, July 12, 2017 - Modifies arts. 3, 15 and 71 of Law Nº 10,741, from October 1, 2003, which presents the Elderly Statute and other provisions").
- Portaria Nº 1.820, de 13 de agosto de 2009 - Dispõe sobre os direitos e deveres dos usuários da saúde (free translation "Ordinance Nº 1,820, August 13, 2009 - Presents the rights and duties of healthcare users").
- Lei Nº 13.709, de 14 de agosto de 2018 - Lei Geral de Proteção de Dados Pessoais (LGPD) (free translation "Law Nº 13,709, August 14, 2018 - General Personal Data Protection Law").