

YOU HAVE THE RIGHT TO...

- Be informed about your rights and responsibilities, and so does your family.
- Receive full and appropriate health care services.
- Know the name of each member of your health care team who is involved in your care.
- Participate in planning your care, both curative and preventive, and to receive clear information from your doctor about your diagnosis and treatment options.
- Be asked for your written consent before any medical or surgical procedure is performed.
- Refuse any treatment after your doctor fully explains the risks and possible consequences. Please note that neither the doctor nor the laboratory will be responsible for outcomes related to this refusal.
- Access spiritual support or care, if you wish.
- Receive clear information about the costs of your care and how your health insurance will be applied.
- Give feedback, make suggestions, or file a complaint with the hospital—either orally or in writing.
- Receive care and services without discrimination of any kind, including on the basis of age, gender, nationality, religion, disability, or social or economic status.
- Be informed about any delays, risks, or alternatives related to diagnostic tests or procedures, so that you can make informed decisions about your care.
- Request and receive access to your medical records and diagnostic test results, in accordance with applicable laws and policies.
- Request the presence of a support person or chaperone during any interaction or sample collection, especially if it helps you feel more safe and comfortable.
- Receive appropriate guidance or referral after your diagnostic tests, ensuring your treating doctor is informed for further care planning.

Your privacy and the confidentiality of your medical information will always be respected and protected.

You will be treated with respect, dignity, and appreciation by all members of the BioDynamics team.

Your safety is a top priority, and all necessary steps will be taken to ensure your complete protection during your care.